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ABSTRACT

This instructional package, one of two designed for visually impaired students, focuses on the vocational area of medical assistant. Contained in this document are thirty-five learning modules organized into nine units: telephoning; medications and treatments; review for competency; third-party billing; skill building; bookkeeping; interpersonal relationships; medical office first aid; and banking. Each module, printed in block type, includes these elements: a performance objective page telling what will be learned, what materials will be needed, and how the student will be evaluated; information and job step pages provide information needed to perform the activity and detail steps necessary to do the task. Illustrations are designed for the visually impaired. (This document and CE 017 573 are one of two sets of learning modules on medical assistant written in formats designed for visually impaired and regular vocational students. These modules are part of a total set which includes over 1,300 modules written in a variety of formats on building maintenance, dietetic assistant, small engine repair, medical assistant, and graphics.) (JH)

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CAPITAL AREA CAREER CENTER
Ingham Intermediate School District
611 Hagadorn Road
Mason, Michigan 48854

TO:

MULTIPLE LEARNING STRATEGIES PROJECT

MEDICAL ASSISTANT
Visually Impaired

[VOL. 2]

(2)

CE 017 574

medical assistant

unit: TELEPHONING

capital area career center

module: 4401 09 002 7 date: 3/77 level: II

skill title: HOW TO RECEIVE A LABORATORY REPORT BY TELEPHONE

developed & written by: BEVERLY VARNEY

visuals by:

WORD GUIDE

LABORATORY (LAB'-OR-A-TORE-EE) - ABBREVIATED "LAB" - IS A PLACE WHERE TESTS ARE DONE ON BODY FLUIDS, SUCH AS BLOOD AND URINE AND ON BODY TISSUE.

REPORT (REE-PORT') - THE RESULTS OF THE TESTS THE LAB HAS DONE.

ABBREVIATION (AH-BREE-VEE-A-TION) - A SHORT WAY OF SAYING OR WRITING A WORD.

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

HOW TO ANSWER A PHONE CALL FROM A LABORATORY AND THEN, WRITE THE REPORT ON SCRATCH PAPER.

AND IN ORDER TO DO THIS YOU WILL NEED:

A TELEPHONE
A SCRATCH PAD
A PENCIL
CASSETTE PLAYER
AUDIO FLASH CARD SET #9-2
CASSETTE #9-2

WE WILL KNOW YOU CAN DO IT WHEN:

1) YOU CAN WRITE THE REPORT AS IT IS GIVEN TO YOU, ON SCRATCH PAPER.
2) YOU CAN CORRECTLY PRONOUNCE THE WORDS IN THE WORD LIST.
3) YOU CAN TELL THE ABBREVIATED FORM FOR THE WORDS IN THE WORD LIST.

A TAPE OF THIS MODULE IS AVAILABLE

INFORMATION

ONE OF THE WAYS A DOCTOR CAN DIAGNOSE WHAT IS WRONG WITH A PATIENT IS TO HAVE LAB TESTS TAKEN. SOMETIMES, IF THE DOCTOR IS IN A HURRY TO FIND THE RESULTS, SHE/HE ASKS THE LAB TO PHONE IN THE REPORT. WHEN THIS IS DONE, THE MEDICAL ASSISTANT IS USUALLY THE ONE WHO ANSWERS THE PHONE. THE MEDICAL ASSISTANT WRITES DOWN THE REPORT. YOU WILL NEED TO HAVE SOME OF THE TERMS AND THEIR ABBREVIATIONS MEMORIZED, SO YOU CAN WRITE QUICKLY. LOOK AT THIS SAMPLE LAB REPORT. DO NOT WORRY ABOUT HOW TO SAY THE WORDS OR WHAT THEY MEAN; THAT WILL COME LATER.

INFORMATION

SAMPLE LAB REPORT

PATIENT: JILL O'BERRY
DATE: 10-23-77
LABORATORY REPORT:

COMPLETE BLOOD COUNT

HEMOGLOBIN - NINE GRAMS
HEMATOCRIT - 27 VOLUMES PERCENT
RED BLOOD COUNT - FOUR AND SIX TENTHS MILLION
MEAN CORPUSCULAR HEMOGLOBIN CONCENTRATION - THIRTY TWO
MEAN CORPUSCULAR VOLUME - NINETY
MEAN CORPUSCULAR HEMOGLOBIN - THIRTY
WHITE BLOOD COUNT - SEVEN THOUSAND TWO HUNDRED EIGHTY
LYMPHOCYTES - FORTY PERCENT
MONOCYTES - FIVE PERCENT

INFORMATION

EOSINOPHILS - TWO PERCENT

BASOPHILS - THREE PERCENT

COMMENTS: NORMOCHROMIC, MODERATE ANISOCYTOSIS
AND POIKILOCYTOSIS

PLATELETS - TWO HUNDRED THOUSAND

BLOOD CHEMISTRY

GLUCOSE - 120 MILLIGRAMS PERCENT

BLOOD UREA NITROGEN - TWELVE

PROTHROMBIN TIME - THIRTEEN SECONDS

URINALYSIS

COLOR - STRAW

CHARACTER - SLIGHTLY CLOUDY

SPECIFIC GRAVITY - ONE POINT ZERO ONE EIGHT

INFORMATION

P H - FIVE AND EIGHT TENTHS

PROTEIN - NEGATIVE

SUGAR - NEGATIVE

KETONES - NEGATIVE

BILIRUBIN - NEGATIVE

OCCULT BLOOD - NEGATIVE

WHITE BLOOD CELLS - TWO PER HIGH POWERED FIELD

RED BLOOD CELLS - ZERO TO THREE PER HIGH POWERED FIELD

CASTS - OCCASIONAL HYALINE

CRYSTALS - AMORPHOUS CALCIUM OXALATE

EPITHELIAL CELLS - NEGATIVE

BACTERIA - NEGATIVE

MUCOUS THREADS - FEW

INFORMATION

THE LIST SHOWS HOW TO SAY THE WORDS CONTAINED IN THE REPORT, THEIR ABBREVIATED FORM AND MEANING.

COMPLETE BLOOD COUNT - CBC - A GROUP OF TESTS ON BLOOD.

HEMOGLOBIN (HEE'-MOW-GLOW-BIN) - HGB - A PIGMENT OR COLORING FOUND IN THE BLOOD.

HEMATOCRIT (HEE-MAT'-OH-KRIT) - HCT - THE VOLUME OF RED CELLS IN A GIVEN AMOUNT OF BLOOD.

RED BLOOD COUNT - RBC - TOTAL NUMBER OF RED BLOOD CELLS (ERYTHROCYTES).

MEAN CORPUSCULAR HEMOGLOBIN CONCENTRATION (CORE-PUS'-CUE-LAHR) - MCHC - THE AVERAGE HGB CONTENT IN 100 MILLILITERS OF PACKED ERYTHROCYTES.

INFORMATION

MEAN CORPUSCULAR VOLUME - MCV - THE AVERAGE SIZE OF THE INDIVIDUAL RED CELL.

MEAN CORPUSCULAR HEMOGLOBIN - MCH - THE AVERAGE AMOUNT OF HGB PER CELL.

WHITE BLOOD COUNT - WBC - TOTAL NUMBER OF WHITE BLOOD CELLS (LEUKOCYTES).

LYMPHOCYTES (LIMPH'-OH-SIGHTS) - L - A KIND OF WHITE BLOOD CELL.

MONOCYTES (MAHN'-OH-SIGHTS) - M - A KIND OF WHITE BLOOD CELL.

NORMOCHROMIC (NOR-MOE-CROW'-MICK)

EOSINOPHILS (EE-OH-SIN'-OH-FILLS) - EOS - A KIND OF WHITE BLOOD CELL.

BASOPHILS (BAY'-SEW-FILLS) - BASO'S - A KIND OF WHITE BLOOD CELL.

INFORMATION

POIKILOCYTOSIS (POY-KILL-OH-SIGH-TOE'-SISS)

BILIRUBIN (BILLY'-ROO-BIN)

ANISOCYTOSIS (AH-KNEE'-SEW-SIGH-TOE-SISS)

OCCULT BLOOD (OH-KULT' BLUD) O. BL. - OLD BLOOD

EPITHELIAL CELLS (EHP-IH-THEE'-LEE-AHL) - EPI - SKIN CELLS

MOCOUS THREADS (MEW'-CUSS) - M. TH. - STRINGS OF MUCOUS

PROTEIN (PRO'-TEEN) - P. - A SUBSTANCE FOUND IN TISSUE AND BLOOD. IT IS NOT NORMAL TO FIND IT IN URINE.

INFORMATION

THE PERSON WHO CALLS YOU WILL SAY SOMETHING LIKE THIS:

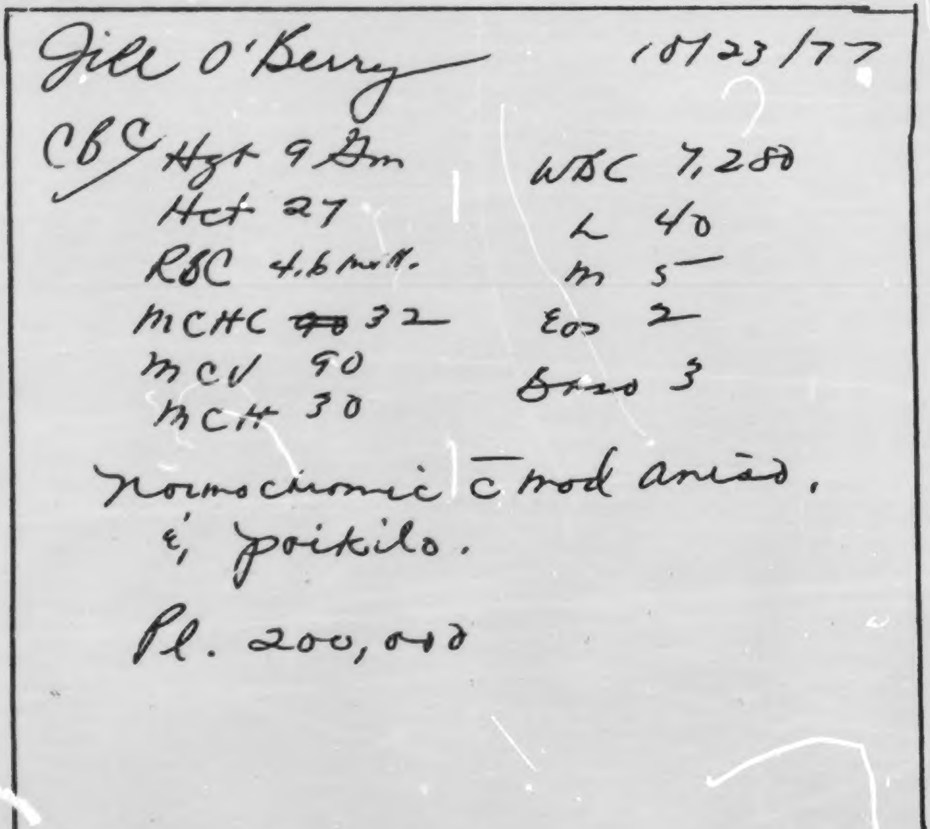
"THIS IS XYZ LAB, AND I HAVE A REPORT ON JILL O'BERRY. HER COMPLETE BLOOD COUNT IS FIRST:

HEMOGLOBIN - 9 GRAMS
HEMATOCRIT - 27 VOLUMES PERCENT
RBC - FOUR AND SIX TENTHS MILLION
MCHC - 32
MCV - 90
MCH - 30
WBC - SEVEN THOUSAND TWO HUNDRED EIGHTY
LYMPHS - 40
MONOS - 5
EOS - 2
BASOS - 3

THE CELLS WERE NORMOCHROMIC WITH MODERATE ANISOCYTOSIS AND POIKILOCYTOSIS. THE PLATELET COUNT WAS 200,000," ETC.

INFORMATION

YOU WILL WRITE THE REPORT AS THE PERSON SAYS IT. IT MAY RESEMBLE THE FOLLOWING:



Jill O'Berry 10/23/77

CBC Hgb	9 Gm	WBC	7,280
Hct	27	L	40
RBC	4.6 mill.	M	5
MCHC	~~40~~ 32	Eos	2
MCV	90	Baso	3
MCH	30		

Normochromic c̄ mod aniso. & poikilo.

Pl. 200,000

INFORMATION

DO NOT WORRY ABOUT HOW IT LOOKS. IF NECESSARY, YOU CAN COPY IT OVER. IF THE PERSON ON THE PHONE IS GOING TOO FAST, ASK THEM TO SLOW DOWN. WHEN YOU HAVE WRITTEN IT ALL DOWN, READ IT BACK TO THE LAB TO MAKE SURE IT IS CORRECT. IT IS NECESSARY THAT YOU CORRECTLY PRONOUNCE EACH WORD.

AFTER YOU ARE SURE THE REPORT IS CORRECT, TAKE IT TO THE DOCTOR, SO SHE/HE CAN SEE IT RIGHT AWAY. YOU MAY COPY THE REPORT OVER AND THEN, PUT IT IN THE PATIENT'S CHART, OR YOU MAY JUST WAIT FOR THE LAB TO MAIL YOU A PRINTED COPY. CHECK WITH THE DOCTOR FOR THE PREFERRED WAY.

JOB STEPS

1. STUDY THE WORD LIST. PRONOUNCE (SAY) EACH WORD OUT LOUD. TO HELP YOU TO DO THIS, USE THE AUDIO-FLASH CARDS FOR THIS MODULE.

2. LEARN THE ABBREVIATIONS FOR EACH WORD. IT HELPS TO FIND A CLASSMATE WHO IS WORKING ON THE MODULE. SAY THE WORDS TO EACH OTHER AS ONE WRITES DOWN THE ABBREVIATIONS.

3. WHEN YOU ARE READY TO WRITE DOWN THE WHOLE REPORT, GET CASSETTE #9-2 FROM THE CLASSROOM FILE AND PUT IT IN THE CASSETTE PLAYER. AS YOU LISTEN TO THE TAPE, WRITE THE LAB REPORT.

JOB STEPS

4. HAVE YOUR TEACHER CHECK THE LAB REPORT FOR ERRORS AND INDICATE WHERE IMPROVEMENT IS NECESSARY.

5. WHEN YOU FEEL YOU ARE READY, ASK YOUR TEACHER TO READ A LAB REPORT OVER THE PHONE WHILE YOU WRITE IT DOWN.

6. READ BACK WHAT YOU HAVE WRITTEN TO YOUR TEACHER.

7. FILE A COPY OF THE REPORT IN THE CLASSROOM OFFICE WITH YOUR PATIENT'S RECORD.

JOB STEPS

IN ORDER TO PASS THIS MODULE YOU MUST:

1 - DO THE JOB STEPS AND RECORD THE REPORT.

2 - CORRECT ANY ERRORS.

3 - TELL YOUR TEACHER THE ABBREVIATIONS FOR THE WORDS AS THE WORDS ARE READ TO YOU.

4 - PRONOUNCE THE WORDS FOR YOUR TEACHER.

YOU CAN BREATHE A SIGH OF RELIEF! YOU DO NOT HAVE TO KNOW THE DEFINITIONS. THEY ARE GOOD TO KNOW, BUT THEY ARE NOT NECESSARY.

medical assistant

unit: TELEPHONING

capital area career center

module: 4401 09 004 7 date: level: 3-77

skill title: HOW TO ANSWER THE PHONE AND CLOSE A PHONE CALL

developed & written by: BEVERLY VARNEY

visuals by:

WORD GUIDE

CLOSE - END.

IDENTIFY - GIVE THE NAME OF.

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

HOW TO ANSWER A PHONE CALL AND
HOW TO CLOSE A PHONE CALL.

AND IN ORDER TO DO THIS YOU WILL NEED:

TELEPHONE

PENCIL

MESSAGE PAD

WE WILL KNOW YOU CAN DO IT WHEN:

1. YOU ANSWER THE PHONE BEFORE THE THIRD RING.
2. YOU IDENTIFY THE DOCTOR OR MEDICAL GROUP WHERE YOU WORK.
3. YOU IDENTIFY YOURSELF.
4. YOU SPEAK CLEARLY.
5. YOU ARE FRIENDLY.
6. YOU LET THE CALLER HANG UP FIRST.
7. YOU PUT THE RECEIVER DOWN GENTLY.

A TAPE OF THIS MODULE IS AVAILABLE.

INFORMATION

WHEN YOU TALK ON THE TELEPHONE, THE SPOTLIGHT IS ON YOU.

EVERY TIME YOU MAKE OR RECEIVE A CALL, YOU REPRESENT THE DOCTOR YOU WORK FOR, TO THE PERSON AT THE OTHER END OF THE LINE. YOUR DOCTOR IS JUDGED BY THE VOICE THAT SPEAKS FOR HIM OR HER OVER THE TELEPHONE.

YOU ARE JUDGED BY WHAT YOU SAY AND HOW YOU SAY IT. WHEN YOUR VOICE IS WARM AND FRIENDLY . . . YOU ARE COURTEOUS AND TACTFUL . . . PATIENTS WILL FEEL YOU ARE UNDERSTANDING AND EFFICIENT.

THERE ARE MANY WAYS TO BE FRIENDLY OVER THE PHONE. TONE OF VOICE WILL INDICATE FRIENDLINESS.

WORD GUIDE

CONTAGIOUS (KAHN-TAY GEE-US) -
CATCHING.

MODERATE - NEITHER TOO FAST
NOR TOO SLOW.

INFORMATION

RATE YOUR VOICE --

1. DOES IT SOUND AS IF YOU ARE WIDE AWAKE, INTERESTED, AND GIVING THE CALLER YOUR FULL ATTENTION?
2. DOES IT SMILE? PLEASANTNESS IS CONTAGIOUS.
3. DOES YOUR SPEECH SOUND NATURAL?
4. ARE YOU USING LANGUAGE THE CALLER UNDERSTANDS? DO NOT USE TECHNICAL WORDS IF POSSIBLE. DO NOT USE SLANG.

5. ARE YOU SPEAKING CLEARLY? AT A MODERATE RATE?
6. DOES YOUR VOICE CARRY YOUR FEELINGS?

ANOTHER WAY TO BE FRIENDLY OVER THE PHONE IS TO ANSWER PROMPTLY. THERE MAY BE AN EMERGENCY CALL, BUT MORE OFTEN, THERE IS AN ANXIOUS, SCARED, UPSET PERSON WHO NEEDS HELP.

BE SURE TO IDENTIFY YOURSELF AND THE DOCTOR YOU WORK FOR. ANSWER IN THE NAME OF THE DOCTOR OR GROUP TO IDENTIFY THE OFFICE:

"DR. CHAPMAN'S OFFICE, MARY ANN SPEAKING."

INFORMATION

BE A GOOD LISTENER SO THAT THE CALLER WON'T NEED TO REPEAT.

DO NOT MAKE SIDE COMMENTS TO SOMEONE ELSE WHILE LISTENING.

WHEN YOU CLOSE A CALL, LET THE CALLER SAY "GOODBYE" FIRST. TRY TO SAY GOODBYE IN A WAY THAT IS FRIENDLY. LEAVE THE CALLER FEELING SATISFIED.

THE FOLLOWING REFERENCES PROVIDE INFORMATION ON PHONE CALLS. THIS FIRST REFERENCE PROVIDES SAMPLES OF CALLS MADE TO A MEDICAL OFFICE.

INFORMATION

YOUR ROLES AS A MEDICAL ASSISTANT, HARDY & MARTIN, CHAPTER 5, PAGES 38 - 48, MEDICAL ASSISTANT LAB.

THIS ONE HAS TIPS FOR SPEAKING CLEARLY.

APPLIED SECRETARIAL PRACTICE, PAGE 224, MEDICAL ASSISTANT LAB.

THIS ONE GIVES YOU SOME MORE IDEAS FOR DOING A GOOD JOB OF ANSWERING THE PHONE AND CLOSING A CALL.

THE RECEPTIONIST, WOOD & MCKENNS, PAGES 126 - 127. DO NOT READ THE PARAGRAPH ON MESSAGES.

JOB STEPS

1. PRACTICE LISTENING.

   ASK A CLASSMATE TO TALK TO YOU FOR THREE MINUTES. HAVE HIM/HER JUST TALK ABOUT FAMILY, A FRIEND, AN ACTIVITY. REALLY LISTEN TO WHAT IS SAID; PRETEND YOU ARE A TAPE RECORDER. REPEAT WHAT THE CLASSMATE SAID, EXACTLY AS YOU HEARD WHAT WAS SAID.

2. PRACTICE ANSWERING THE PHONE. HAVE A CLASSMATE CALL YOU. ASK THEM TO EVALUATE HOW YOU SOUND:

   NATURAL? INTERESTED?

   FRIENDLY? PLEASANT?

   WIDE AWAKE?

JOB STEPS

3. PRACTICE CLOSING A CALL. HAVE THE CLASSMATE TELL YOU IF YOU:

   - WAITED FOR THEM TO SAY GOODBYE FIRST
   - SAID GOODBYE (NOT "BYE-BYE")
   - WAITED FOR THEM TO HANG UP
   - DID NOT SLAM THE RECEIVER

TURN PAGE →

JOB STEPS

WHEN YOU HAVE PRACTICED, TELL YOUR INSTRUCTOR YOU ARE READY TO BE PASSED. YOU ARE TO BE THE RECEPTIONIST FOR DR. BAKER. YOUR INSTRUCTOR WILL CALL YOU ON THE PHONE:

REMEMBER TO:

- IDENTIFY THE DOCTOR YOU WORK FOR
- IDENTIFY YOURSELF
- SPEAK CLEARLY
- SOUND FRIENDLY
- LET THE CALLER HANG UP FIRST
- SAY GOODBYE
- PUT THE RECEIVER DOWN GENTLY

medical assistant

unit: TELEPHONING

capital area career center

module: 4401 09 006 7

date: 3/77

level: 3

skill title: HOW TO TAKE INFORMATION OVER THE PHONE

developed & written by: BEVERLY VARNEY

visuals by:

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

HOW TO TAKE INFORMATION OVER THE PHONE.

AND IN ORDER TO DO THIS YOU WILL NEED:

PENCIL OR PEN

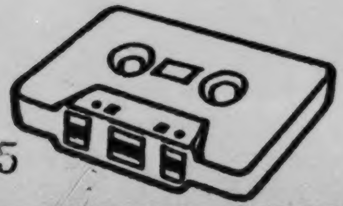
MESSAGE PAD

TELEPHONE

CASSETTE TAPE FOR MODULE 4401 09 006 7

WE WILL KNOW YOU CAN DO IT WHEN:

YOU CORRECTLY WRITE EACH MESSAGE ON A MESSAGE PAD, AFTER LISTENING TO THE TAPE.



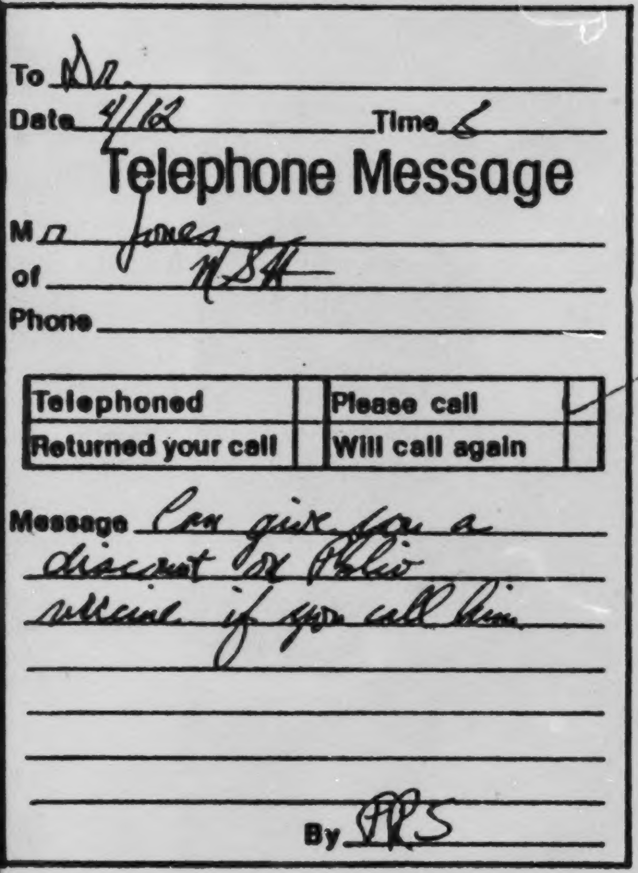
A TAPE OF THIS MODULE IS AVAILABLE

INFORMATION

AS A MEDICAL ASSISTANT, YOU WILL HAVE TO TAKE MESSAGES OVER THE PHONE. WHEN YOU TAKE MESSAGES, BE SURE TO WRITE DOWN THE DATE, TIME, NAME AND TELEPHONE NUMBER. DON'T HESITATE TO ASK HOW TO SPELL A NAME OR REPEAT A NUMBER. DELIVER THE MESSAGE AS SOON AS POSSIBLE. IF IT'S A LONG DISTANCE CALL, DON'T DELAY. REMEMBER TO ASK FOR THE AREA CODE ALONG WITH THE TELEPHONE NUMBER AND IF IT IS AN OPERATOR-HANDLED CALL, BE SURE TO NOTE ALL THE DETAILS THE OPERATOR GIVES YOU. BE SURE TO WRITE DOWN ALL INFORMATION NECESSARY FOR THE DOCTOR TO UNDERSTAND THE SITUATION.

HERE ARE TWO SAMPLE MESSAGES. CHOOSE THE MESSAGE THAT IS MOST COMPLETE. STATE YOUR REASONS.

1



To Dr.

Date 4/12 Time 6

Telephone Message

Mr. Jones

of MSH

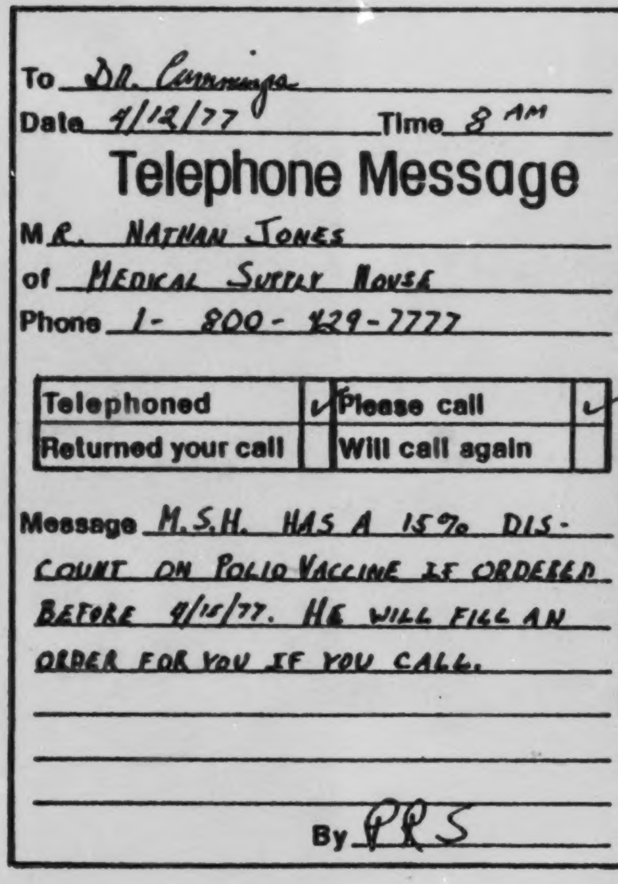
Phone

Telephoned	☐	Please call	☑
Returned your call	☐	Will call again	☐

Message Can give you a discount on Polio vaccine if you call him.

By PRS

2



To Dr. Cummings

Date 4/12/77 Time 8 AM

Telephone Message

MR. NATHAN JONES

of MEDICAL SUPPLY HOUSE

Phone 1- 800- 429-7777

Telephoned	☑	Please call	☑
Returned your call	☐	Will call again	☐

Message M.S.H. HAS A 15% DISCOUNT ON POLIO VACCINE IF ORDERED BEFORE 4/15/77. HE WILL FILL AN ORDER FOR YOU IF YOU CALL.

By PRS

JOB STEPS

1. GET A PENCIL AND MESSAGE PAD.

2. PUT CASSETTE 4401 09 006 7 IN THE CASSETTE PLAYER.

3. LISTEN TO THE TAPE OF THREE PHONE CALLS. PLAY THE PART OF THE MEDICAL ASSISTANT AND WRITE DOWN THE CALLER'S MESSAGE.

4. FOR ACCURACY AND COMPLETENESS, CHECK YOUR MESSAGES WITH YOUR INSTRUCTOR.

SCRIPT FOR THREE TAPED MESSAGES.

CALL #1

MED. ASST.: DR. TAYLOR'S OFFICE, DEBBIE SPEAKING.

CALLER: THIS IS NEWBORN NURSERY AT SPARROW HOSPITAL. WE HAVE MRS. JOHN ELLIOT IN ROOM 406. SHE WOULD LIKE DR. TAYLOR TO CARE FOR HER NEW BABY.

MED. ASST.: THAT'S MRS. JOHN ELLIOT IN ROOM 406?

CALLER: YES. SHE'S DR. WEBER'S PATIENT. THE BABY IS A GIRL; WEIGHT 8 POUNDS 6 OUNCES. THERE WERE NO COMPLICATIONS.

MED. ASST.: I'LL SEE THAT DR. TAYLOR GETS THE MESSAGE. HE'LL PROBABLY SEE HER THIS EVENING.

CALLER: THANK YOU. GOODBYE.

CALL #2

MED. ASST.: DR. TAYLOR'S OFFICE, DEBBIE SPEAKING.

CALLER: HI DEBBIE, THIS IS RANDY YOUNG FROM CENCO CO. I FOUND A USED CENTRIFUGE THAT DR. TAYLOR WANTED.

MED. ASST.: GOOD! THAT'LL MAKE HIM HAPPY.

CALLER: TELL HIM IT'S MODEL 3795A, LOCATED ON PAGE 73 OF THE CATALOG I LEFT HIM LAST WEEK.

MED. ASST.: I'LL DO THAT. MAY I HAVE YOUR PHONE NUMBER SO I CAN HAVE THE DOCTOR CALL YOU?

CALLER: YES. IT'S 336-0149.

MED. ASST.: THAT'S 336-0149?

CALLER: YES, THANK YOU.

MED. ASST.: YOU'RE WELCOME.

CALLER: GOODBYE.

MED. ASST.: GOODBYE.

CALL #3

MED. ASST.: DR. TAYLOR'S OFFICE, DEBBIE SPEAKING.

CALLER: THIS IS DR. MERMELSTEIN. IS DR. TAYLOR IN?

MED. ASST.: I'M SORRY, HE'S NOT HERE RIGHT NOW. HE'S ON HIS WAY FROM INGHAM MEDICAL. MAY I HAVE HIM CALL YOU?

CALLER: YES, PLEASE. TELL HIM I WANT TO KNOW IF I CAN HITCH A RIDE TO THE COUNTY MEDICAL SOCIETY MEETING TONIGHT.

MED. ASST.: LET'S SEE, YOUR NUMBER IS 894-3206?

CALLER: RIGHT! YOU HAVE A GOOD MEMORY!

MED. ASST.: THANKS. I'LL HAVE HIM CALL YOU WHEN HE COMES IN.

CALLER: FINE. GOODBYE.

MED. ASST.: GOODBYE.

medical assistant

unit: TELEPHONING

capital area career center

module: 4401 09 007 7 date: 3/77 level: III

skill title: HOW TO GIVE INFORMATION OVER THE PHONE

developed & written by: BEVERLY VARNEY

visuals by:

ERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

HOW TO GIVE INFORMATION OVER THE PHONE.

AND IN ORDER TO DO THIS YOU WILL NEED:

TELEPHONE

SCRATCH PAD

PEN

A SET OF SITUATIONS

A SET OF RESPONSES TO THE SITUATIONS

WE WILL KNOW YOU CAN DO IT WHEN:

1. YOU CHOOSE CORRECT ANSWERS.
2. YOU EXPLAIN WHY YOU CHOSE THOSE ANSWERS.

INFORMATION

AS A MEDICAL ASSISTANT, YOU WILL BE EXPECTED TO GIVE INFORMATION OVER THE PHONE.

WHEN A PATIENT FORGETS THE TIME OF THEIR APPOINTMENT, YOU DO NOT HAVE TO MAKE A SERIOUS DECISION ABOUT GIVING OUT THE INFORMATION.

THERE ARE TIMES WHEN YOU MUST GIVE CAREFUL THOUGHT TO YOUR ANSWERS. SOME QUESTIONS SHOULD NOT BE ANSWERED AT ALL.

THE FOLLOWING CHAPTERS WILL PROVIDE INFORMATION ON HOW TO HANDLE SOME SITUATIONS.

YOUR ROLES AS A MEDICAL ASSISTANT, HARDY AND MARTIN, CHAPTERS 18, AND 20.

A TAPE OF THIS MODULE IS AVAILABLE

WORD GUIDE

COLLEAGUE - AN ASSOCIATE IN A PROFESSION.

JOB STEPS

IN THE FOLLOWING EXAMPLES, CHOOSE THE BEST ANSWER AND TELL WHY YOU CHOSE IT. YOU DO NOT NEED TO WRITE YOUR ANSWERS.

1. ASSUME THAT YOU ARE THE MEDICAL ASSISTANT HANDLING THE INCOMING CALLS FOR DR. GRANT. DR. GRANT LEFT THE OFFICE AT 12:30 P.M. TO TAKE HIS WIFE TO LUNCH AT THE CONTINENTAL RESTAURANT IN THE PLAZA HOTEL. BEFORE LEAVING, HE TOLD YOU THAT HE WOULD RETURN AT 2:00 P.M. AT 1:00 P.M., DR. HAYWORTH, A COLLEAGUE, CALLS AND ASKS TO SPEAK TO DR. GRANT. DR. HAYWORTH TELLS YOU SHE IS LEAVING TOWN AT 1:30 P.M. AND MUST REACH DR. GRANT BEFORE LEAVING.

JOB STEPS

HOOSE THE BEST ANSWER.

___1. "DR. GRANT WILL NOT RETURN UNTIL 2:00."

___2. "YOU CAN REACH DR. GRANT AT THE CONTINENTAL RESTAURANT IN THE PLAZA HOTEL."

___3. "I THINK I CAN REACH DR. GRANT. IF I CAN, I SHALL HAVE HIM CALL YOU WITHIN 10 MINUTES. IF I DO NOT REACH HIM, I SHALL CALL YOU BACK IN A FEW MINUTES."

JOB STEPS

2. AT 3:00 P.M. DR. GRANT LEAVES THE OFFICE TO PLAY GOLF AT HIS COUNTRY CLUB. MR. WITTAKER, A PATIENT, CALLS AT 4:00 P.M. HE WANTS TO SEE THE DOCTOR FIRST THING IN THE MORNING.

CHOOSE THE BEST ANSWER.

____1. "DR. GRANT IS OUT OF THE OFFICE FOR THE REST OF THE AFTERNOON, BUT I SHALL SEE THAT HE RECEIVES YOUR MESSAGE."

____2. "DR. GRANT IS PLAYING GOLF THIS AFTERNOON AND WILL NOT RETURN TO THE OFFICE."

____3. "DR. GRANT WILL BE AWAY FROM THE OFFICE FOR THE REST OF THE AFTERNOON, BUT I'LL TRY TO REACH HIM."

JOB STEPS

3. MRS. ADAMS CALLS AND ASKS TO SPEAK TO DR. GRANT ABOUT HER DAUGHTER, MARG'S CONDITION. YOU KNOW THAT MARG HAS CANCER, AND HER CONDITION IS NOT GOOD.

WHAT ANSWER WOULD YOU GIVE?

_____1. "WILL YOU WAIT A MINUTE PLEASE, WHILE I PLACE YOU ON HOLD AND CHECK MARG'S RECORDS?"

_____2. "YOU WILL HAVE TO GET THAT INFORMATION FROM DR. GRANT. HE'S NOT HERE RIGHT NOW."

_____3. "I'M SORRY, BUT OUR PATIENT'S RECORDS ARE STRICTLY CONFIDENTIAL. NEITHER DR. GRANT NOR I COULD GIVE YOU THAT INFORMATION."

_____4. USE "3" AND SUGGEST SHE CONTACT HER DAUGHTER.

JOB STEPS

4. MRS. JETSON WAS IN AN AUTOMOBILE ACCIDENT. SHE IS BEING TREATED BY THE DOCTOR YOU WORK FOR. MR. KOMA, OF ALL COUNTY CASUALTY INSURANCE COMPANY CALLS AND ASKS YOU IF SHE HAS BEEN TREATED BY THE DOCTOR. WHAT ANSWER WOULD YOU CHOOSE?

____1. "HER NUMBER IS 792-0431. I SUGGEST YOU CALL HER AT HER HOME."

____2. "YES, SHE'S STILL UNDER TREATMENT. HER INJURIES WERE SEVERE. THAT MUST HAVE BEEN A WILD DRIVER WHO HIT HER!"

____3. "I'M SORRY, I CAN'T GIVE YOU ANY INFORMATION."

____4. "I CAN'T GIVE YOU THAT INFORMATION. MAY I HAVE THE DOCTOR CALL YOU LATER?"

5. WHEN YOU ARE READY TO DISCUSS YOUR ANSWERS, TELL YOUR INSTRUCTOR.

medical assistant

unit: TELEPHONING

capital area career center

module: 4401 09 008 7 **date:** 3/77 **level:** III

skill title: HOW TO INTERRUPT AND RE-ESTABLISH PHONE CALLS

developed & written by: BEVERLY VARNEY

visuals by: MARY ANN GAMEL

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

HOW TO PLACE A CALL ON HOLD AND THEN, TAKE IT OFF HOLD.

AND IN ORDER TO DO THIS YOU WILL NEED:

A TELEPHONE WITH HOLD BUTTONS AND MORE THAN ONE LINE.

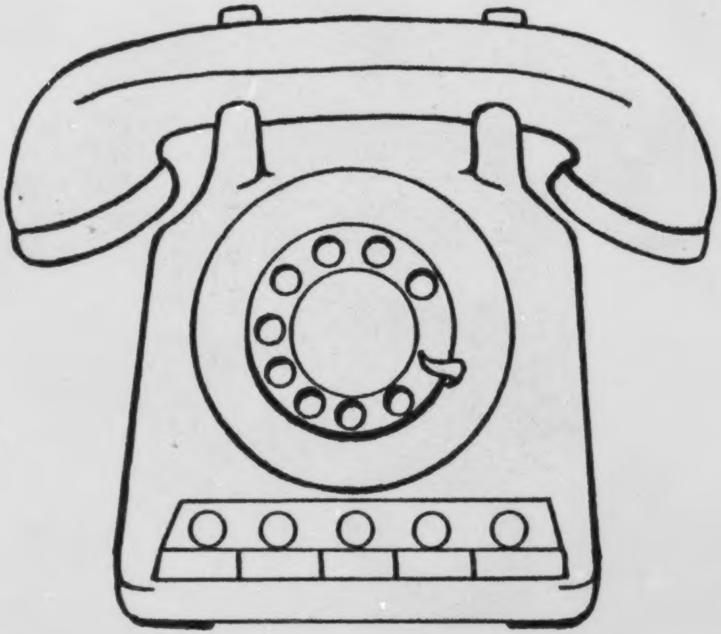
WE WILL KNOW YOU CAN DO THIS WHEN:

YOU CAN COMPLETE THE JOB STEPS BY CORRECTLY PLACING A CALL ON HOLD AND THEN, TAKING THE CALL OFF HOLD.

A TAPE OF THIS MODULE IS AVAILABLE.

INFORMATION

THIS PICTURE IS AN EXAMPLE OF A PHONE WITH HOLD BUTTONS.



INFORMATION

IT IS NECESSARY FOR THE CALLER TO HOLD THE LINE FOR THE FOLLOWING REASONS:

1. TO WAIT FOR THE PERSON BEING CALLED TO COME TO THE PHONE.
2. TO WAIT FOR THE REQUESTED INFORMATION.
3. TO WAIT FOR YOU TO ANSWER ANOTHER LINE WHICH IS RINGING.

WHEN IT IS NECESSARY TO PUT A CALLER ON HOLD, ASK IF HE/SHE WOULD LIKE TO "HOLD" OF IF HE/SHE WOULD PREFER TO BE CALLED BACK. IF THE CALLER DECIDES TO WAIT, BE SURE TO KEEP THE CALLER INFORMED. YOU MIGHT SAY, "MR. CANTON, DR. JACOB IS STILL ON THE OTHER LINE. DO YOU STILL WISH TO WAIT, OR SHALL I HAVE HIM CALL YOU?" IT IS VERY UPSETTING TO BE PLACED ON HOLD FOR A LONG PERIOD OF TIME. IT IS EVEN WORSE TO HAVE NO ONE REPORTING BACK TO YOU. IF THE

INFORMATION

PERSON DECIDES TO HAVE YOU CALL BACK, BE SURE YOU DO CALL BACK.

IF YOU ARE GOING TO PLACE PEOPLE ON HOLD, YOU SHOULD ALSO MAKE A NOTE OF WHO IS ON WHICH LINE. FOR EXAMPLES ARE; 421 - 0331, 421 - 0333 AND THE UNLISTED NUMBER IS 421 - 7744. PRETEND YOU HAVE FOUR CALLS IN A VERY SHORT TIME. YOU HAVE TO PUT EACH ONE ON HOLD, YOU MIGHT NOTE IT LIKE THIS:

2 - MRS. CEDARBERG, RE: STEVE
4 - DR.'S DAUGHTER
3 - MR. STANTON, RE: ACC'T.
1 - BRENDA'S HUSBAND

THIS WAY, YOU CAN AVOID MIX-UPS WHEN YOU GO BACK TO THE CALLER'S LINE. WHEN YOU GO BACK TO THE LINE, BE SURE TO CALL THE PERSON BY NAME: SAY, "MR. STANTON, YOUR ACCOUNT BALANCE IS $72."

INFORMATION

IF YOU DO NOT HAVE A HOLD BUTTON ON YOUR PHONE:

SOME OFFICES DO NOT HAVE HOLD BUTTONS ON THEIR TELEPHONES. IN THIS CASE, WHEN YOU LEAVE YOUR PHONE, PLACE THE RECEIVER FACE DOWN, ON A SOFT SURFACE. AVOID ANY GOSSIP WITH CO-WORKERS OR UNNECESSARY NOISE WHILE A PHONE IS OFF THE HOOK. EVEN THOUGH SOME PEOPLE TRY TO BLOCK OUT SOUND BY PUTTING THEIR HAND OVER THE MOUTHPIECE OF THE RECEIVER, THE CALLER CAN STILL HEAR WHAT IS BEING SAID.

REMEMBER THESE RULES:

1. ASK THE CALLER IF THEY WISH TO WAIT OR BE CALLED BACK.
2. REPORT BACK TO THE CALLERS, SO THEY DO NOT FEEL FORGOTTEN.

INFORMATION

3. KEEP TRACK OF WHO IS ON THE LINE.

4. WHEN YOU GO BACK ON THE LINE, CALL THE PERSON BY NAME.

READ CHAPTER 6 OF YOUR ROLES AS A MEDICAL ASSISTANT BY HARDY AND MARTIN.

WORD GUIDE

DEPRESS - PUSH DOWN OR PUSH IN.

CALL BUTTON - INDICATES WHAT LINE IS CALLED.

JOB STEPS

1. YOU ARE GOING TO LEARN TO PLACE A CALLER ON HOLD WHILE LOOKING UP INFORMATION AND THEN, GO BACK TO THE CALLER AND SUPPLY THE INFORMATION ASKED FOR.

2. YOUR INSTRUCTOR WILL CALL YOU ON ONE OF THE CACC PHONES.

3. WHEN THE PHONE RINGS, THE BUTTON FOR THE CALL LINE WILL LIGHT UP AND BLINK ON AND OFF.

4. TO ANSWER THE CALL, DEPRESS THE BLINKING BUTTON.

JOB STEPS

PICK UP THE RECEIVER AND GREET THE CALLER: "CAPITAL AREA PHYSICIANS GROUP, P. C."

YOUR INSTRUCTOR WILL ASK FOR INFORMATION. IF YOU HAVE IT, BE SURE TO ASSIST IN A COURTEOUS MANNER.

IF YOU DO NOT HAVE THE INFORMATION, ASK THE CALLER IF HE/SHE WOULD HOLD THE LINE UNTIL YOU OBTAIN THE NECESSARY INFORMATION. THEN, PUSH THE "HOLD" BUTTON. THIS WILL KEEP THE CALLER ON THE LINE. THE "HOLD" BUTTON IS LOCATED AT THE LEFT SIDE OF THE PHONE AND IS RED IN COLOR. BE SURE TO PUSH THE BUTTON IN FAR ENOUGH SO THAT THE CALL BUTTON POPS BACK UP. THE LIGHT ALSO BLINKS ON AND OFF WHEN THE LINE IS ON "HOLD".

JOB STEPS

8. IF ANOTHER CALL COMES IN ON ANOTHER LINE, REPEAT JOB STEPS 4 AND 5. YOU MAY PUT ANY CALL ON HOLD AT THE SAME TIME.

9. WHEN YOU HAVE THE INFORMATION, PUSH THE CALL BUTTON AND SAY THE PERSON'S NAME.

10. GIVE THE INFORMATION TO THE CALLER.

11. BEFORE YOU ASK YOUR INSTRUCTOR TO PLACE A CALL TO YOU, ANSWER THE FOLLOWING QUESTIONS: DO NOT WRITE ON THIS MODULE

    1. IF YOU HAVE TO PUT THE CALLER ON HOLD, WHAT PROCEDURES SHOULD YOU FOLLOW?

    2. YOU DON'T HAVE A HOLD BUTTON ON YOUR TELEPHONE, WHAT PROCEDURES WOULD YOU FOLLOW FOR LEAVING THE PHONE?

medical assistant

unit: TELEPHONING

capital area career center

module: 4401 09 009 7 date: 3/77 level:

skill title: HOW TO FIND A LOCAL TELEPHONE NUMBER AND OTHER INFORMATION IN THE PHONE BOOK

developed & written by: BEVERLY VARNEY

visuals by:

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

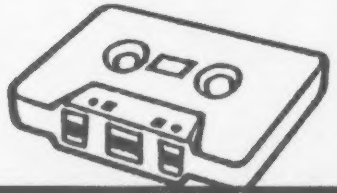
HOW TO FIND INFORMATION IN THE TELEPHONE BOOK.

AND IN ORDER TO DO THIS YOU WILL NEED:

1. A LANSING AREA TELEPHONE DIRECTORY
2. PHONE NUMBERS, ADDRESSES, AND OTHER INFORMATION TO LOOK UP.
3. PEN
4. SCRATCH PAPER

WE WILL KNOW YOU CAN DO IT WHEN:

YOU CORRECTLY COMPLETE ALL NUMBERS, ADDRESSES AND INFORMATION.



A TAPE OF THIS MODULE IS AVAILABLE

INFORMATION

AS A M.A., YOU NEED TO USE THE PHONE BOOK TO FIND PHONE NUMBERS AND OTHER INFORMATION.

READ THESE PAGES FOR MORE INFORMATION.

> APPLIED SECRETARIAL PRACTICE "PLACING CALLS" TO "LONG DISTANCE CALLS" ON PAGES 235 - 236.

LOOK AT THESE PAGES SO YOU WILL KNOW WHERE TO LOCATE INFORMATION.

> THE PAGES FROM THE FRONT COVER TO THE BEGINNING OF THE "A" LISTINGS IN THE LANSING AREA TELEPHONE DIRECTORY.
>
> THE YELLOW PAGES OF THE LANSING AREA TELEPHONE DIRECTORY.

WORD GUIDE

SUBJECT HEADING - A LISTING OF NAMES ACCORDING TO THE KIND OF SERVICE OFFERED.

INFORMATION

WHEN YOU KNOW THE NAME OF THE PERSON OR COMPANY, BUT DO NOT KNOW THE NUMBER:

LOOK FOR THE NAME OF THE PERSON OR COMPANY LISTED ALPHABETICALLY IN THE WHITE PAGES OF THE TELEPHONE DIRECTORY. OR --

DECIDE ON THE NATURE OF THE COMPANY'S BUSINESS, I.E., BANKING, BUILDING, SUPPLIES, ETC. LOOK FOR THE COMPANY NAME LISTED ALPHABETICALLY UNDER SUBJECT HEADING IN YELLOW PAGES OF TELEPHONE DIRECTORY.

9-9

INFORMATION

WHEN YOU KNOW THE NAME OF THE PERSON OR COMPANY, BUT CANNOT FIND IT IN THE TELEPHONE DIRECTORY:

DIAL 411 IF IN LANSING, MASON, OR HOLT. IF IN DANSVILLE, DIAL "O". ALL OTHERS IN LANSING AREA DIAL 48-411 FOR "DIRECTORY ASSISTANCE".

GIVE THE COMPLETE NAME OF THE PERSON OR BUSINESS YOU WANT TO CALL TO THE OPERATOR.

WRITE THE TELEPHONE NUMBER SHE/HE GIVES YOU.

JOB STEPS

ON SCRATCH PAPER, WRITE ANSWERS TO QUESTIONS. CHECK YOUR ANSWERS WITH YOUR INSTRUCTOR.

1. THERE IS A NUMBER ON THE LIST OF LONG DISTANCE CALLS THAT CAME WITH YOUR PHONE BILL. YOU DO NOT REMEMBER CALLING THIS NUMBER. THE NUMBER IS 645-7911. WHAT TOWN WAS CALLED?

2. IF YOU LIVED IN POTTERVILLE, WOULD YOU MAKE A LOCAL OR LONG DISTANCE CALL TO REACH YOUR FRIEND IN DIMONDALE?

3. YOU LIVE IN HOLT. WHERE CAN YOU GO TO PAY YOUR PHONE BILL?

4. WHAT IS THE AREA CODE FOR NEWFOUNDLAND?

JOB STEPS

5. YOUR BOSS WANTS NEW CARPETING FOR THE RECEPTION AREA. HE WOULD LIKE ESTIMATES FROM CARPETING COMPANIES. NAME FIVE THAT ARE LOCATED IN THE LANSING AREA.

6. YOUR BOSS HAS AN APPOINTMENT AT THE MICHIGAN HEALTH COUNCIL. SHE CAN'T REMEMBER THE ADDRESS AND WANTS YOU TO LOOK IT UP.

7. WHAT IS THE QUICKEST WAY TO FIND THE NUMBER FOR THE POLICE OR FIRE DEPARTMENT?

JOB STEPS

8. LOCATE THE PHONE NUMBER FOR THE FOLLOWING STATE OFFICES:

COMMISSION ON AGING
ATTORNEY GENERAL
EXECUTIVE OFFICE OF THE GOVERNOR
TOURIST COUNCIL
DRIVER EXAMINING OFFICE (CEDAR STREET)

HINT: ALL STATE OFFICE TELEPHONE NUMBERS ARE UNDER MICHIGAN STATE GOVERNMENT. YOU WILL HAVE TO THINK ABOUT WHAT DEPARTMENT HEADING SOME OF THESE COME UNDER. FOR EXAMPLE, A DRIVER'S LICENSE IS ISSUED BY THE SECRETARY OF STATE OFFICE. LOOK UNDER SECRETARY OF STATE FOR DRIVER EXAMINING OFFICE.

JOB STEPS

9. WHAT DOES IT MEAN WHEN YOU HEAR A BEEP TONE ON YOUR LINE EVERY 15 SECONDS?

10. WHERE CAN YOU FIND ZIP CODES IN THE PHONE BOOK?

11. HOW ARE NUMBERS FOR MEDICAL DOCTORS LISTED IN THE YELLOW PAGES?

JOB STEPS

WORD GUIDE

OSTEOPATHIC - (AWE-STEE-OH-PATH-ICK) - A BRANCH OF MEDICINE WHICH PLACES IMPORTANCE ON TREATMENT BY HEAT, ULTRASOUND, PHYSICAL THERAPY, MANIPULATION.

CHIROPRACTIC - (KYE-ROW-PRACK-TICK) - A BRANCH OF MEDICINE WHICH TREATS ONLY BY MANIPULATION.

MANIPULATION - MOVING AND TWISTING THE BONY PARTS OF THE BODY.

TURN PAGE →

JOB STEPS

12. HOW ARE OSTEOPATHIC DOCTORS LISTED IN THE YELLOW PAGES?

13. HOW ARE CHIROPRACTORS LISTED IN THE YELLOW PAGES?

14. WRITE THE NAMES OF 4 PLACES YOU COULD CALL FOR TYPEWRITER REPAIR.

medical assistant

unit: TELEPHONING

capital area career center

module: 4401 09 010 7 date: 3/77 level: I

skill title: HOW TO FIND INFORMATION ON LONG DISTANCE TELEPHONE NUMBERS

developed & written by: BEVERLY VARNEY

visuals by:

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

HOW TO FIND LONG DISTANCE TELEPHONE NUMBERS AND INFORMATION.

AND IN ORDER TO DO THIS YOU WILL NEED:

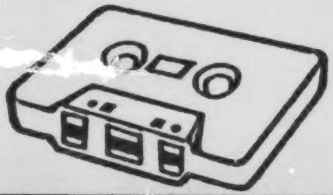
LANSING AREA TELEPHONE DIRECTORY

PEN

SCRATCH PAPER

WE WILL KNOW YOU CAN DO IT WHEN:

YOU CORRECTLY ANSWER QUESTIONS USING THE TELEPHONE DIRECTORY AS A REFERENCE.



A TAPE OF THIS MODULE IS AVAILABLE

WORD GUIDE

AREA CODE - A NUMBER GIVEN TO A CERTAIN AREA OF A STATE FOR DIRECT DISTANCE DIALING.

DIRECT DISTANCE DIALING (DDD) - A SYSTEM FOR REACHING A LONG DISTANCE NUMBER WITHOUT OPERATOR ASSISTANCE.

INFORMATION

DIRECT DISTANCE DIALING (DDD) - DIRECT DIALING IS THE FASTEST AND MOST CONVENIENT WAY TO MAKE LONG DISTANCE CALLS. THE INTRODUCTORY PAGES OF YOUR TELEPHONE DIRECTORY LIST THE AREA CODES FOR MANY CITIES IN THE UNITED STATES AND CANADA.

WORD GUIDE

ACCESS CODE - A NUMBER DIALED CONNECTING YOU TO DIRECT DIALING EQUIPMENT.

INFORMATION

DIALING PROCEDURES - IN SOME LOCATIONS, YOU START DDD WITH A CODE OR ACCESS NUMBER. THIS CONNECTS YOU WITH THE DDD EQUIPMENT. REFER TO YOUR DIRECTORY FOR SPECIFIC INSTRUCTIONS. THE FOLLOWING PROCEDURES APPLY TO ALL DDD:

IF THE AREA CODE OF THE PERSON YOU'RE CALLING IS THE SAME AS YOURS, DIAL THE ACCESS NUMBER AND THE REGULAR NUMBER. DO NOT DIAL THE AREA CODE.

IF THE AREA CODE OF THE PERSON YOU'RE CALLING IS DIFFERENT FROM YOURS, DIAL THE ACCESS CODE, THEN THE AREA CODE AND THE REGULAR LOCAL TELEPHONE NUMBER.

REACHING THE WRONG NUMBER - IF YOU REACH THE WRONG NUMBER, DIAL "O" (OPERATOR) AND TELL HER SO YOU WON'T BE CHARGED FOR THE CALL.

INFORMATION

DIALING LONG DISTANCE DIRECTORY ASSISTANCE - IF YOU DO NOT KNOW THE TELEPHONE NUMBER OF THE PERSON YOU WANT TO CALL, YOU CAN REACH LONG DISTANCE DIRECTORY ASSISTANCE BY DIALING YOUR ACCESS CODE (IF REQUIRED IN YOUR LOCATION) PLUS THE AREA CODE FOR THE PLACE YOU WANT, AND 555-1212. AND WRITE THE NUMBER DOWN FOR QUICK, EASY REFERENCE. IF THE NUMBER YOU WANT IS IN YOUR AREA CODE, DIAL THE ACCESS CODE, AND 555-1212. WHEN THE DIRECTORY ASSISTANCE OPERATOR ANSWERS, GIVE HER THE NAME OF THE CITY OR TOWN FIRST, AND THEN THE NAME OF THE PERSON YOU WANT. THERE IS NO CHARGE FOR DIRECTORY ASSISTANCE CALLS.

TURN TO THE PAGES IN THE FRONT OF THE LANSING AREA PHONE DIRECTORY TITLED "LONG DISTANCE". READ THESE PAGES. YOU NEED TO LOOK AT THEM TO ANSWER THE QUESTIONS.

JOB STEPS

1. WRITE THE ANSWERS TO THE FOLLOWING ON SCRATCH PAPER. CHECK YOUR ANSWERS WITH YOUR INSTRUCTOR.

   1. WHAT IS THE ACCESS CODE USED FOR DDD?

   2. WHAT IS THE AREA CODE FOR THE LANSING AREA?

   3. TO REACH LONG DISTANCE DIRECTORY ASSISTANCE, WHAT 7 DIGIT NUMBER DO YOU DIAL?

   4. ARE YOU CHARGED FOR A DIRECTORY ASSISTANCE CALL?

   5. ARE YOU CHARGED IF YOU REACH THE WRONG NUMBER? WHAT DO YOU DO IF YOU REACH THE WRONG NUMBER?

JOB STEPS

6. IF YOU CANNOT FIND THE AREA CODE YOU WANT IN THE PHONE BOOK, HOW CAN YOU GET IT?

7. WRITE THE ELEVEN NUMBERS YOU MUST DIAL TO GET A NUMBER IN:

   A. ARIZONA

   B. FRESNO, CALIFORNIA

   C. SPRINGFIELD, MISSOURI

   D. FORT WORTH, TEXAS

JOB STEPS

9. WHAT TIME OF DAY CAN YOU CALL AT THE LOWEST RATE?

10. HOW MANY AREA CODES ARE THERE IN MICHIGAN? WHAT ARE THEY?

ANSWER PAGE FOR INSTRUCTOR.

1. ONE

2. 517

3. 555-1212

4. NO.

5. NO. REPORT THE WRONG NUMBER REACHED TO THE OPERATOR.

6. DIAL "0" FOR OPERATOR ASSISTANCE.

7. A. 1-602-555-1212

   B. 1-209-555-1212

   C. 1-417-555-1212

   D. 1-817-555-1212

ANSWER PAGE FOR INSTRUCTOR.

8. 1-555-1212

9. 11 P.M. TO 8 A.M. ANYDAY
8 A.M. TO 5 P.M. ON SUNDAY
ALL DAY SATURDAY
60% DISCOUNT

10. FOUR. 906, 517, 313, AND 616.

medical assistant

unit: TELEPHONING

capital area career center

module: 4401 09 011 7 date: 4/77 level: III

skill title: HOW TO HANDLE TELEPHONE COMPLAINTS

developed & written by: BEVERLY VARNEY

visuals by:

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

HOW TO REMAIN PLEASANT AND COURTEOUS WHILE HANDLING A TELEPHONE COMPLAINT.

AND IN ORDER TO DO THIS YOU WILL NEED:

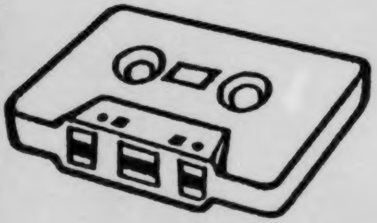
A SET OF SAMPLE PHONE CALLS FOR YOU TO EVALUATE

YOUR INSTRUCTOR TO ROLE PLAY SOME EXAMPLES

A PHONE

WE WILL KNOW YOU CAN DO THIS WHEN:

1. YOU CORRECTLY ANSWER QUESTIONS ABOUT PHONE CALLS.
2. IN THE ROLE PLAY, YOU REMAIN PLEASANT AND COURTEOUS WHILE HANDLING A TELEPHONE COMPLAINT.



A TAPE OF THIS MODULE IS AVAILABLE

INFORMATION

DURING THEIR ASSOCIATION WITH A DOCTOR, MOST PATIENTS HAVE SOME COMPLAINT ABOUT THE DOCTOR, HIS/HER STAFF, AN APPOINTMENT TIME, A BILL, ETC. STRANGELY ENOUGH, THIS COMPLAINT IS USUALLY VOICED TO THE MEDICAL ASSISTANT (M. A.) RATHER THAN TO THE DOCTOR. IT IS IMPORTANT FOR THE M. A. TO KEEP CALM AND POLITE WITH THE PATIENT. SHE MUST NEVER LOSE HER TEMPER AND BECOME ANGRY.

INFORMATION

READ THE FOLLOWING CHAPTERS TO HELP YOU UNDERSTAND MORE ABOUT THE ROLE OF A MEDICAL ASSISTANT.

YOUR ROLES AS A MEDICAL ASSISTANT, HARDY AND MARTIN, CHAPTERS 3, 10, 12, 19, AND 20.

THESE CHAPTERS CONTAIN VALUABLE INFORMATION FOR YOU TO KNOW WHEN HANDLING COMPLAINTS IN THE MEDICAL OFFICE.

JOB STEPS

1. READ THE FOLLOWING EXAMPLE OF A COMPLAINT:

IT IS A HECTIC AFTERNOON AND THE DOCTOR HAS HAD TWO EMERGENCIES. ALL APPOINTMENTS ARE ONE HOUR BEHIND SCHEDULE. IT IS 4:00 P.M., AND YOU ARE BEGINNING TO THINK YOU WILL NEVER GET HOME.

THE ONE BRIGHT SPOT IS JAN WRIGHT DID NOT KEEP HER 2:30 APPOINTMENT. THIS HAS GIVEN THE DOCTOR SOME EXTRA TIME; OTHERWISE, YOU'D BE ONE HOUR AND 15 MINUTES BEHIND. YOUR PHONE RINGS. IT IS MS. WRIGHT. SHE ANGRILY SAYS, "I WANT AN APPOINTMENT THE FIRST THING...

JOB STEPS

..."TOMORROW MORNING!" YOU SAY "(YOU SUGGEST AN ANSWER)." MS. WRIGHT SAYS, "I SAT IN THAT WAITING ROOM FOR AN HOUR AND YOUR DIDN'T EVEN ACKNOWLEDGE THAT I WAS THERE. WHAT KIND OF A RECEPTIONIST ARE YOU?

2. THINK ABOUT THE SITUATION. BE READY TO ROLE PLAY THE PHONE CALL AND DISCUSS IT WITH YOUR INSTRUCTOR.

WORD GUIDE

STATEMENT - A BILL FOR THE AMOUNT OWED.

JOB STEPS

3. READ THE NEXT SITUATION.

YOU HAVE MAILED THE STATEMENTS TO ALL PEOPLE WHO OWE THE DOCTOR MONEY. TWO MONTHS AGO, MR. CROSS SAW THE DOCTOR FOR THE FIRST TIME. HE NEEDED TO HAVE SURGERY. THE DOCTOR'S CHARGE WAS $300, YOU TOLD HIM HIS INSURANCE WOULD PROBABLY PAY HALF OF THE BILL. THAT IS EXACTLY WHAT HAPPENED, SO YOU SENT HIM A STATEMENT FOR THE REMAINING $150. HE CALLS YOU AND IS ANGRY...

JOB STEPS

...ABOUT THIS. HE FEELS THE DOCTOR SHOULD NOT CHARGE TWICE WHAT THE INSURANCE PAYS.

4. THINK ABOUT THIS SITUATION. BE READY TO ROLE PLAY THE PHONE CALL AND DISCUSS IT WITH YOUR INSTRUCTOR.

WORD GUIDE

LUEKEMIA - (LOO-KEY-ME-AH) - A CONDITION OF TOO MANY WHITE BLOOD CELLS.

JOB STEPS

5. READ THE NEXT SITUATION.

CATHERINA ESPANA IS A TALKATIVE, FRIENDLY PATIENT. SHE ALWAYS CHATS AT THE DESK BEFORE SHE LEAVES. TODAY, SHE BROUGHT HER DAUGHTER, YOLANDA, AND SEEMS CONCERNED ABOUT SOMETHING. SHE SAYS, "ARE THOSE TESTS REALLY A GOOD WAY TO CHECK FOR LUEKEMIA?" (YOU SUGGEST AN ANSWER AS THE M. A.) AS YOU CONTINUE TO TALK, SHE BECOMES ANGRY AND UPSET AND SAYS ANGRILY, "I'M NEVER SURE YOU PEOPLE ARE TELLING ME THE TRUTH."

JOB STEPS

6. THINK ABOUT THE SITUATION. BE READY TO ROLE-PLAY AND DISCUSS IT WITH YOUR INSTRUCTOR.

7. BE PREPARED TO DISCUSS THESE QUESTIONS ORALLY. THE ANSWERS ARE IN THE CHAPTERS YOU READ.

    1. WHY ARE PATIENTS ANGERED MORE EASILY THAN MANY OTHER PEOPLE?
    2. BY A PERSONS ACTIONS, CAN YOU ALWAYS TELL IF THEY ARE FRIGHTENED?
    3. NAME SOME THINGS A MEDICAL ASSISTANT MIGHT DO THAT COULD MAKE PEOPLE ANGRY.

JOB STEPS

4. IF YOU MUST DISCUSS A PRIVATE MATTER WITH A PATIENT, TO AVOID MAKING THEM ANGRY, WHERE AND HOW SHOULD YOU DO IT?

medical assistant

unit: TELEPHONING

capital area career center

module: 4401 09 012 7 **date:** 4-22-77 **level:**

skill title: HOW TO PLACE A LOCAL TELEPHONE CALL

developed & written by: BEVERLY VARNEY

visuals by:

ERFORMANCE OBJECTIVE

OU ARE GOING TO LEARN:

HOW TO PLACE A LOCAL TELEPHONE CALL.

ND IN ORDER TO DO THIS YOU WILL NEED:

TELEPHONE

TELEPHONE DIRECTORY

NUMBER OF PERSON OR COMPANY TO CALL

PEN

PAPER

3 X 5 INDEX CARD

TYPEWRITER

WILL KNOW YOU CAN DO IT WHEN:

1. YOU CORRECTLY REACH THE PERSON CALLED.
2. YOU HAVE THE CORRECT NUMBERS ON YOUR LIST OF PHONE NUMBERS.

INFORMATION

THE DOCTOR YOU WORK FOR MAY ASK YOU TO PLACE A TELEPHONE CALL FOR HIM. THIS SAVES HIM TIME, SINCE SHE / HE CAN DO OTHER THINGS WHILE WAITING FOR THE COMPLETED CALL.

MAKE SURE THE DOCTOR IS READY TO TALK WHEN THE CALL IS COMPLETED. YOU WILL ALSO NEED TO PLACE BUSINESS CALLS.

HERE ARE SOME TIPS:

BE SURE OF THE NUMBER - TO BE SURE OF THE NUMBER, CHECK THE TELEPHONE DIRECTORY OR YOUR PERSONAL NUMBER LIST BEFORE CALLING. YOU'LL FIND IT SAVES TIME TO KEEP A LIST OF TELEPHONE NUMBERS YOU CALL FREQUENTLY. PERSONAL DIRECTORIES ARE AVAILABLE AT THE TELEPHONE COMPANY BUSINESS OFFICE.

INFORMATION

ALLOW TIME TO ANSWER - GIVE THE PERSON YOU ARE CALLING AT LEAST ONE MINUTE TO ANSWER HIS TELEPHONE.

HINT: TO SAVE TIME, KEEP A LIST OF NUMBERS FREQUENTLY CALLED: HOSPITALS, DOCTORS, LABORATORIES, DRUG STORES, SURGICAL SUPPLY SALESPEOPLE, REPAIR SERVICES, BUILDING SUPERINTENDENTS, LAUNDRY, BANK, FIRE DEPARTMENT, POLICE DEPARTMENT, MEDICAL EMPLOYEES' HOME NUMBER, TRAVEL AGENT, INSURANCE AGENT, MEDICAL SOCIETY, ETC.

A TAPE OF THIS MODULE IS AVAILABLE

WORD GUIDE

M.D. - ABBREVIATION FOR MEDICAL DOCTOR.

D.O. - ABBREVIATION FOR DOCTOR OF OSTEOPATHY.

JOB STEPS

1. MAKE A "QUICK REFERENCE" LIST OF PHONE NUMBERS FOR THE FOLLOWING. TYPE THE LIST ON A 3" X 5" CARD.

SPARROW HOSPITAL

INGHAM MEDICAL HOSPITAL

ST. LAWRENCE HOSPITAL

LANSING GENERAL HOSPITAL

PROVINCIAL HOSPITAL

OLIN HEALTH CENTER
(AT M.S.U.)

LABORATORY OF CLINICAL MEDICINE

PHYSICIANS' LABORATORY

GREAT LAKES' LAB

MID - MICHIGAN MEDICAL GROUP

SEONG H. CHI, M.D.

EDWARD A. FRITCH, D.O.

SANITARY LAUNDRY

JOB STEPS

2. READ THE FOLLOWING SITUATION AND DO AS DIRECTED.

YOU ARE A MEDICAL ASSISTANT FOR DR. BANDOWSKI. YOU CALL HIS DENTIST, DR. OAKLEY, TO CHANGE HIS APPOINTMENT FROM WEDNESDAY, FEBRUARY 23 AT 8 A.M. TO 7:30 A.M. ON ANY DAY BUT WEDNESDAY.

YOU DIAL DR. OAKLEY'S NUMBER AND HER RECEPTIONIST ANSWERS, "DR. OAKLEY'S OFFICE, PAM SPEAKING". USING SCRATCH PAPER, WRITE WHAT WILL FOLLOW.

TURN PAGE →

JOB STEPS

3. YOUR INSTRUCTOR WILL ARRANGE FOR A PHONE WITH AN OUTSIDE NUMBER FOR JOB STEP 3.

   TO REACH AN OUTSIDE LINE AT CACC, YOU DIAL "9". THEN DIAL THE NUMBER YOU WISH TO REACH. FOR THIS PRACTICE DIAL NINE. THEN, DIAL 676-3335. TELL THE SECRETARY YOUR NAME. THEN, ASK HER TO TAKE A MESSAGE FOR THE MEDICAL ASSISTANT INSTRUCTOR: (MR. OR MRS. ________________ OR MS. ________________). "PLEASE TELL (MR., MRS., MS.) ________________ THAT I COMPLETED THE CALL FOR MODULE 4401 09 012." THANK THE PERSON WHO ANSWERS AND SAY GOODBYE.

4. CHECK YOUR QUICK REFERENCE LIST AND THE ANSWERS FOR STEP 3 WITH YOUR INSTRUCTOR.

medical assistant

unit: TELEPHONING

capital area career center

module: 4401 09 013 7 **date:** 4-26-77 **level:**

skill title: HOW TO PLACE A LONG DISTANCE CALL

developed & written by: BEVERLY VARNEY

visuals by:

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

HOW TO PLACE A LONG DISTANCE PHONE CALL.

AND IN ORDER TO DO THIS YOU WILL NEED:

A PEN

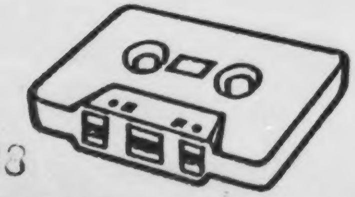
SCRATCH PAPER

TELEPHONE DIRECTORY

TELEPHONE

WE WILL KNOW YOU CAN DO IT WHEN:

YOU CORRECTLY ANSWER QUESTIONS ABOUT LONG DISTANCE CALLS.



A TAPE OF THIS MODULE IS AVAILABLE

WORD GUIDE

DIRECT DIALING - WITHOUT OPERATOR'S ASSISTANCE.

INFORMATION

THERE ARE SEVERAL TYPES OF LONG DISTANCE CALLS:

1. **STATION CALL** - DIRECT DIALING FROM ONE PARTY TO ANOTHER PARTY. THE RATE IS LOWER THAN A PERSON-TO-PERSON CALL. THE CHARGE BEGINS WHEN THE CALL IS COMPLETED.

2. **PERSON-TO-PERSON CALL** - NEED OPERATOR ASSISTANCE TO REACH A PARTICULAR PERSON YOU WILL SAY, "I WANT TO PLACE A PERSON-TO-PERSON CALL TO JOHN DOE AT
   1 - 000 - 999-9999."
   (LONG DISTANCE) (AREA CODE) (TELEPHONE NUMBER)
   CHARGE BEGINS WHEN YOU REACH THE DESIRED PERSON. RATES ARE HIGHER THAN A STATION CALL.

J

INFORMATION

3. COLLECT CALL - REVERSE CHARGES OF CALL TO OTHER PARTY IF OTHER PARTY ACCEPTS CHARGES. TO PLACE THIS CALL YOU NEED OPERATOR ASSISTANCE. YOU WILL SAY, "I WANT TO PLACE A COLLECT CALL TO 1-222-333-4444." THEN STATE YOUR NAME.

4. WATS - (WIDE AREA TELECOMMUNICATIONS SERVICE) SPECIAL LINE PAID FOR BY A BUSINESS SO CUSTOMERS CAN CALL LONG DISTANCE AT NO CHARGE. DIAL 1-800 AND A SPECIAL NUMBER OF CUSTOMER. IF WATS LINE IS NOT AVAILABLE, DIAL 1-800-555-1212 FOR DIRECTORY ASSISTANCE.

JOB STEPS

1. READ THE FOLLOWING SITUATIONS AND WRITE YOUR ANSWERS ON SCRATCH PAPER. CHECK YOUR ANSWERS WITH YOUR INSTRUCTOR.

   A. ORDER SUPPLIES FROM SCHRODER'S HOSPITAL SUPPLY IN SAGINAW, MI. YOU DO NOT HAVE THEIR WATS NUMBER, BUT YOU KNOW THEY HAVE ONE. HOW DO YOU GET THE NUMBER? ARE YOU CHARGED FOR THIS CALL?

   B. PLACE A CALL TO DR. HORACE FIELD AT THE AMERICAN MEDICAL ASSOCIATION HEADQUARTERS, CHICAGO, IL. WHAT NUMBER DO YOU CALL TO GET THE A.M.A. NUMBER? WOULD YOU PLACE A PERSON OR STATION CALL? WRITE THE STEPS FOR SUCH A CALL.

JOB STEPS

C. YOUR EMPLOYER ASKS YOU TO DIAL HIS/HER PARENTS IN FLORIDA FOR HIM/HER. THE NUMBER IS 1-300-729-6401. WILL YOU MAKE A STATION (DIRECT DIAL) CALL, A PERSON CALL, OR A COLLECT CALL?

D. WHILE THE DOCTOR WAS OUT, AN INSURANCE COMPANY CALLED TO ASK THE DOCTOR TO SPEAK AT A CONVENTION. YOU RETURN THE CALL WHEN THE DOCTOR ARRIVES. YOU MIGHT PLACE A ______________ CALL.

TURN PAGE →

ANSWER SHEET FOR INSTRUCTOR

A. DIAL 1-800-555-1212 AND ASK FOR THEIR NUMBER. YOU ARE NOT CHARGED.

B. DIAL 1-312-555-1212 TO GET THE NUMBER. PROBABLY CALL PERSON-TO-PERSON.

STEPS: DIAL OPERATOR, SAY I'D LIKE TO PLACE A PERSON CALL TO DR. HORACE FIELD AT 1-312-694-3721.

C. DIRECT DIAL STATION CALL.

D. COLLECT

medical assistant

unit: MEDICATION AND TREATMENT

capital area career center

module: 4401 11 002 7 date: 6/77 level: II

skill title: HOW TO FIND MEDICATION INFORMATION IN THE P.D.R.

developed & written by: BEVERLY VARNEY

visuals by:

WORD GUIDE

P.D.R. - PHYSICIAN'S DESK REFERENCE, AN INFORMATION BOOK ABOUT DRUGS.

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

HOW TO FIND MEDICATION INFORMATION IN THE P.D.R.

AND IN ORDER TO DO THIS YOU WILL NEED:

P.D.R. (PHYSICIAN'S DESK REFERENCE)

SET OF PROBLEMS TO DO

WE WILL KNOW YOU CAN DO IT WHEN:

1. YOU CORRECTLY ANSWER ALL OF THE PROBLEMS.
2. YOU CAN DEFINE THE WORDS IN THE WORD LIST.

A TAPE OF THIS MODULE IS AVAILABLE

WORD GUIDE

MANUFACTURER - COMPANY WHICH MAKES THE PRODUCT (DRUG).

BRAND NAME - THE NAME THE COMPANY GIVES TO THEIR PRODUCT.

INFORMATION

A P.D.R. IS CONTAINED IN EVERY DOCTOR'S OFFICE. THE P.D.R. LISTS DETAILED INFORMATION ABOUT MANY DRUGS. IT IS BROKEN DOWN INTO SEVERAL SECTIONS. THE FOLLOWING IS AN EXAMPLE OF THE SECTIONS:

PINK SECTION;

A. AN ALPHABETICAL LIST OF ALL THE MANUFACTURERS WHO HAVE DRUGS LISTED IN THE P.D.R.

B. FOLLOWED BY AN ALPHABETICAL LISTING OF THE DRUGS BY BRAND NAME.

WORD GUIDE

GENERIC NAME (JEN-AIR-ICK)
CHEMICAL NAME FOR THE

INFORMATION

BLUE SECTION;

A LIST OF THE DRUG'S CLASSIFIED BY THE DRUG'S ACTION.

YELLOW SECTION;

A LIST OF DRUGS BY THEIR GENERIC OR CHEMICAL NAME. SEVERAL COMPANIES MAY MANUFACTURE SIMILAR DRUGS AND USE THE SAME BASIC CHEMICAL, BUT THE DRUGS ARE NOT EXACTLY THE SAME. FOR EXAMPLE, THERE ARE MANY HORMONE PREPARATIONS MADE WITH ESTROGEN. ONE OF THESE IS PREMARIN. EVERYTHING LISTED IN THE YELLOW SECTION

INFORMATION

UNDER ESTROGEN IS NOT THE SAME AS PREMARIN. EACH ITEM LISTED DOES CONTAIN ESTROGEN. TO FIND OUT IF THE DRUGS ARE THE SAME, TURN TO THE WHITE SECTION, AND YOU WILL FIND THE INGREDIENTS LISTED DIRECTLY UNDER THE NAME OF THE DRUG.

PICTURED SECTION;

CONTAINS PICTURES IN THE EXACT SIZE AND COLOR OF THE PILL, CAPSULE, SUPPOSITORY, ETC.

WHITE SECTION;

COMPLETE INFORMATION ABOUT EACH DRUG. THE LISTINGS ARE ALPHABETICAL BY COMPANY AND THEN BY DRUG.

WORD GUIDE

OINTMENT - PASTE OR CREAM PUT ON THE SKIN.

INFORMATION

THE FOLLOWING TIPS WILL HELP YOU LOCATE INFORMATION IN THE P.D.R.

IF YOU KNOW THE BRAND NAME, LOOK IN THE PINK SECTION FOR THE NAME AND THEN, TURN TO THE LISTED PAGE NUMBER. THIS WILL GIVE YOU THE DETAILED INFORMATION LISTED IN THE WHITE SECTION.

IF YOU KNOW THE DRUG'S ACTION (IT'S USE) LOOK IN THE BLUE SECTION UNDER THAT HEADING. THIS WILL PROVIDE YOU WITH A LIST OF ALL THE DRUGS USED FOR THAT PURPOSE. FOR INSTANCE, IF THE DOCTOR PRESCRIBED AN OINTMENT FOR ITCHING AND WISHES TO CHANGE TO A DIFFERENT ONE, LOOK IN THE BLUE

INFORMATION

SECTION UNDER ANTIPRURITICS (ANT-EYE-PREW-RIT-ICKS). THIS LISTS ALL DRUGS USED TO CONTROL ITCHING.

IF YOU KNOW THE CHEMICAL NAME AND WISH TO FIND OTHER DRUGS WITH THE SAME CHEMICAL, LOOK IN THE YELLOW SECTION. IF YOU LOOK UNDER THE GENERIC NAME, DIPHENYLHYDANTOIN SULFATE (DI-FEE-NOLE-HIGH-DAN-TOE-IN) YOU WILL FIND THAT DILANTIN IS A COMMON BRAND NAME. THIS SECTION LISTS A PAGE NUMBER NEXT TO THE AREA WHERE YOU CAN LOOK UP ADDITIONAL INFORMATION CONTAINED IN THE WHITE SECTION.

IF YOU KNOW THE MANUFACTURER, THE PICTURE SECTION IS A QUICK WAY TO IDENTIFY A DRUG. THE DRUGS ARE PICTURED ALPHABETICALLY BY COMPANY.

INFORMATION

THE FOLLOWING IS AN EXAMPLE OF HOW THIS SECTION MIGHT BE USED:

MR. KERN COMES TO YOUR OFFICE AND SHOWS YOU A CAPSULE FOR WHICH HE NEEDS THE PRESCRIPTION REFILLED. THE CAPSULE IS WHITE WITH AN ORANGE BAND AROUND THE MIDDLE. GO TO YOUR FILE AND PULL MR. KERNS RECORD. THE RECORD INDICATES THAT THE DOCTOR HAS PRESCRIBED ENDURON, ELAVIL, AND DILANTIN. LOOK IN THE PINK BRAND NAME INDEX FOR EACH OF THE PILL'S NAME, IT IS PICTURED. YOU MAY ALSO LOOK AT THE PICTURE PAGE INDEX TO SEE IF THE DRUG IS PICTURED. WHICH ONE OF THESE THREE DRUGS DOES MR. KERN WANT REFILLED?

JOB STEPS

1. COLLECT YOUR MATERIALS.

2. BEGIN AT THE FRONT OF THE P.D.R. AND FAMILIARIZE YOURSELF WITH EACH SECTION; PINK, BLUE, YELLOW, PICTURED, AND WHITE.

3. LEARN WHAT INFORMATION IS CONTAINED IN EACH SECTION.

4. USING THE P.D.R., COMPLETE THE QUESTIONS TO THE FOLLOWING SITUATIONS. WRITE YOUR ANSWERS ON A SEPARATE SHEET OF PAPER. DO NOT WRITE IN THIS MOD.

WORD GUIDE

PRESCRIBED - ORDERED FOR THE PATIENT TO TAKE.

SUBSTITUTE - USE IN PLACE OF.

JOB STEPS

QUESTIONS:

A. THE DOCTOR HAS PRESCRIBED APRESOLINE HYDROCHLORIDE FOR A PATIENT. THE PATIENT CALLS TO SAY HE/SHE IS OUT OF IT AND ASKS PERMISSION TO SUBSTITUTE SER-AP-ES. THE GENERIC NAME FOR APRESOLINE IS HYDRALAZINE HYDROCHLORIDE. CHECK IN THE GENERIC (YELLOW) SECTION TO FIND IF THEY ARE THE SAME DRUG. READ THE INFORMATION ON THE TWO DRUGS IN THE PRODUCT INFORMATION SECTION (WHITE). REMEMBER THE INGREDIENTS ARE

WORD GUIDE

HEMORRHOIDAL - PERTAINS TO ENLARGED BLOOD VEINS AROUND THE RECTUM.

JOB STEPS

LISTED DIRECTLY UNDER THE DRUG NAME. CAN THE PATIENT SUBSTITUTE?

B. THE DOCTOR REQUESTS THE NAME OF A HEMORRHOIDAL PREPARATION MADE BY DOME. LOOK IN THE DRUG CLASSIFICATION INDEX (BLUE) SECTION TO FIND ONE. THE COMPANY NAME IS IN PARENTHESIS AT THE END OF THE DRUG NAME. WRITE THE BRAND NAME OF THE PREPARATION.

C. THE DOCTOR ASKS YOU TO FIND OUT WHICH MANUFACTURER MAKES SINUTAB. LOOK IN THE BRAND NAME (PINK) SECTION TO FIND IT. WRITE THE NAME OF THE MANUFACTURER.

JOB STEPS

D. THE DOCTOR ASKS YOU TO FIND THE NAME OF AN ORANGE SYRUP WHICH IS AN ANTIHISTAMINE AND IS MADE BY DORSEY. SEE IF YOU CAN FIGURE THIS OUT BY YOURSELF. IF YOU ARE UNABLE TO DO IT BY YOURSELF, ASK FOR HELP FROM YOUR INSTRUCTOR. DESCRIPTION OF THE PRODUCT IS FOUND IN THE "HOW SUPPLIED" PARAGRAPHS IN THE WHITE SECTION.

E. A PATIENT CALLS TO SAY THAT HER PAIN PILLS ARE A DIFFERENT COLOR. SHE HAD GREY AND RED CAPSULES BEFORE, AND NOW THEY ARE PINK. YOU CHECK THE PATIENT'S CHART AND FIND SHE HAS BEEN TAKING DARVON FOR PAIN. CHECK THE COLOR OF DARVON. COULD THE PINK AND THE GREY AND RED CAPSULES BE THE SAME? WHY OR WHY NOT?

JOB STEPS

5. SHOW YOUR ANSWERS TO YOUR INSTRUCTOR.

medical assistant

unit: MEDICATION AND TREATMENT

capital area career center

module: 4401 11 003 7 date: 6/77 level: II

skill title: HOW TO CLASSIFY DRUGS

developed & written by: BEVERLY VARNEY

visuals by:

WORD GUIDE

CLASSIFY - ARRANGE IN GROUPS
BY USE OR ACTION

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

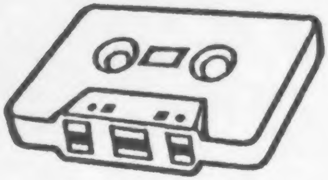
HOW TO CLASSIFY DRUGS ACCORDING TO THEIR EFFECTS ON THE BODY.

AND IN ORDER TO DO THIS YOU WILL NEED:

PENCIL
PAPER
A SET OF DRUG FLASH CARDS WITH NAMES OF DRUG CLASSIFICATIONS ON ONE SIDE AND AN EXPLANATION OR DEFINITION ON THE OTHER SIDE.

WE WILL KNOW YOU CAN DO IT WHEN:

1. YOU CAN PRONOUNCE THE TERMS FOR DRUG CLASSIFICATIONS.
2. YOU CAN READ THE CLASSIFICATION DEFINITIONS AND THEN NAME THE CLASSIFICATION.
3. YOU CAN READ THE NAME OF THE CLASSIFICATION AND THEN TELL THE DEFINITION.



A TAPE OF THIS MODULE IS AVAILABLE
NECESSARY.

WORD GUIDE

PROCEDURE - A SERIES OF STEPS FOLLOWED IN A REGULAR, DEFINITE ORDER.

BLUE SHIELD - A MEDICAL INSURANCE PLAN.

MEDICAID - A GOVERNMENT SPONSORED MEDICAL ASSISTANCE PLAN FOR NEEDY PEOPLE.

CODES - A SYSTEM OF SYMBOLS (LETTERS, NUMBERS, WORDS). IN THIS MOD, NUMBERS WHICH ARE GIVEN TO A CERTAIN PROCEDURE.

INFORMATION

AS A MEDICAL ASSISTANT, YOU WILL BE USING DRUG NAMES DAILY. TO BE MORE EFFICIENT AT YOUR JOB, YOU NEED TO LEARN SOME THINGS ABOUT MEDICATIONS. THIS INFORMATION CAN BE USED TO LOOK UP PROCEDURE CODES IN THE MICHIGAN UNIFORM PROCEDURE CODE MANUAL WHEN YOU DO BLUE SHIELD AND MEDICAID BILLING.

THE FOLLOWING LIST CONTAINS THE MOST COMMON DRUG CLASSIFICATIONS, THEIR PRONOUNCIATIONS AND DEFINITIONS.

ANALGESIC - (ANN-ALL-GEE-ZICK) A MEDICINE TO RELIEVE PAIN. COULD BE USED TO RUB ON THE SKIN, AS WITH A BURN OINTMENT OR TAKEN BY MOUTH AS ASPIRIN, TYLENOL, EMPIRIN, VANQUISH ETC.

WORD GUIDE

MUCOUS MEMBRANE - THE LINING OF BODY CAVITIES LIKE THE NOSE, MOUTH, VAGINA

INJECTED - PUT IN WITH A NEEDLE.

INFORMATION

ANESTHETIC - (ANN-ESS-THEH-TICK) A DRUG WHICH CAUSES LOSS OF FEELING. THERE ARE FOUR MAIN KINDS OF ANESTHETICS:

1. TOPICAL - SPRAYED OR RUBBED ON THE SKIN OR MUCOUS MEMBRANE.
2. LOCAL - INJECTED INTO THE TISSUE OR A NERVE TO CAUSE LOSS OF FEELING IN A SELECTED AREA.
3. GENERAL - INHALED OR INJECTED INTO THE VEIN (PARENTERALLY) WHICH CAUSES THE PERSON TO LOSE CONSCIOUSNESS. PRODUCES A LOSS OF FEELING IN THE ENTIRE BODY.

INFORMATION

4. SPINAL - INJECTED INTO THE SPINAL COLUMN (INTRATHECALLY) TO PRODUCE LOSS OF FEELING IN A SELECTED AREA.

SOME EXAMPLES ARE PROCAINE, NOVOCAINE, PENTOTHAL, SURFACAINE.

ANTIANEMICS - (ANT-EYE-AH-NEE-MICKS) ANTI - AGAINST, A - LACK OF, EMIA - BLOOD, IC - PERTAINS TO A DRUG WHICH WORKS AGAINST A LACK OF SOMETHING IN THE BLOOD, USUALLY AGAINST A LACK OF IRON IN THE BLOOD. SOME EXAMPLES ARE FEOSOL, FERGON, IBEROL, MOL-IRON, HEMATINIC, VITRON.

ANOREXICS - (ANN-OR-X-ICKS) DRUGS WHICH PRODUCE LOSS OF APPETITE. SOME EXAMPLES ARE THE AMPHETAMINES, LIKE BENZEDRINE, DEXAMYL, OBOTAN. OTHERS ARE NON-AMPHETAMINE LIKE PRELUDIN, TENUATE, SANOREX. DRUG ABUSERS REFER TO AMPHETAMINES AS "UPPERS".

WORD GUIDE

ABUSED - USED FOR THE EFFECT, NOT FOR NEED.

ORGANISM - ANY LIVING PLANT OR ANIMAL. HERE IT REFERS TO BACTERIA AND GERMS OF ALL KINDS.

INFLAMATION - REDNESS, SWELLING, PAIN.

INFORMATION

ANTACID - (ANT-ASS-ID) DRUGS WHICH WORK AGAINST ACID IN THE STOMACH. SOME EXAMPLES ARE MAALOX, ALUDROX, GELUSIL AND MILK OF MAGNESIA.

ANTIARTHRITICS - (ANT-EYE-ARE-THRI-TICKS) ANTI - AGAINST, ARTHRO - JOINTS, ITIS - INFLAMATION, IC - PERTAINS TO. A DRUG WHICH WORKS AGAINST INFLAMATION IN THE JOINTS. SOME EXAMPLES ARE ASPIRIN, CAMA, DECADRON, ECOTRIN, CORTISONE.

WORD GUIDE

→ ASTHMA - A DISEASE OF THE LUNGS
CAUSING LABORED BREATHIN

INFORMATION

ANTIBIOTICS - (ANT-EYE-BY-AH-TICKS) ANTI - AGAINST, BIO - LIVING ORGANISMS, IC - PERTAINS TO DRUGS WHICH WORK AGAINST LIVING, DISEASE-PRODUCING ORGANISMS. SOME EXAMPLES ARE PENICILLIN, ACHROMYCIN, STREPTOMYCIN, SULFA.

ANTIASTHMA - (ANT-EYE-AS-MA) ANTI - AGAINST, ASTHMA - ASTHMA. A DRUG WHICH WORKS AGAINST ASTHMA. SOME EXAMPLES ARE ARANE AND INTAL.

ANTHELMINTICS - (AN-THEL-MIN-TICKS) AN - WITHOUT, HELMINTH - WORM. A DRUG WHICH WORKS AGAINST WORMS IN THE INTESTINES. SOME EXAMPLES ARE ANTEPAR, ANTIMINTH, POVAN.

INFORMATION

ANTICOAGULANT - (ANT-EYE-CO-AG-YOU-LANT) ANTI - AGAINST, COAGULANT - BLOOD CLOTTING. A DRUG WHICH WORKS AGAINST BLOOD CLOTTING. SOME EXAMPLES ARE HEPARIN, COUMADIN, DICUMEROL, PANWARFIN, SINTROM.

ANTICONVULSANT - (ANT-EYE-CON-VUL-SANT) ANTI - AGAINST, CONVULSION - SEIZURES CAUSED BY UNCONTROLLED MUSCLE SPASMS AFFECTING THE WHOLE BODY. A DRUG TO WORK AGAINST CONVULSIONS. SOME EXAMPLES ARE DILANTIN, AMYTAL SODIUM, VALIUM, MYSOLINE, TRIDIONE.

ANTIBACTERIAL - ALSO CALLED ANTISEPTICS. ANTI - AGAINST, BACTERIA - GERMS. A DRUG WHICH ACTS AGAINST BACTERIA. SOME EXAMPLES ARE ZEPHIRAN, MERTHIOLATE, GARAMYCIN, NEOSPORIN, FURACIN, GANTRISIN, THIOSULFIL.

WORD GUIDE

→ NAUSEA - THE FEELING OF HAVING TO VOMIT.

INFORMATION

ANTIDEPRESSANTS - (ANT-EYE-DEE-PRESS-ANTS) ANTI - AGAINST, DEPRESSION - FEELING "DOWN", LOW IN SPIRITS. A DRUG WHICH WORKS AGAINST DEPRESSION. SOME EXAMPLES ARE TOFRAINE, ELAVIL, TRIAVIL NORPRAMIN.

ANTIEMETICS - (ANT-EYE-EE-MET-ICKS) ANTI - AGAINST, EMESIS - THE PRODUCT OF VOMITING. A DRUG WHICH WORKS AGAINST NAUSEA AND VOMITING. SOME EXAMPLES ARE DRAMAMINE, ANTIVERT, COMPAZINE, TIGAN, EMETROL, VISTARIL.

INFORMATION

ANTIHISTAMINE - (ANT-EYE-HIST-AH-MEAN) ANTI - AGAINST, HISTAMINE - A SUBSTANCE WHICH DIALATES BLOOD VESSELS AND INCREASES THE ABILITY OF BLOOD VESSEL WOLLS TO BE PENETRATED. A DRUG WHICH WORKS AGAINST HISTAMINE. WHEN A PERSON COMES IN CONTACT WITH SOMETHING THEY ARE ALLERGIC TO, THEIR BODY PRODUCES HISTAMINE. HISTAMINE CAUSES SYMPTOMS SUCH AS RUNNY-NOSE, RED EYES AND ITCHING. ANTIHISTAMINES WORK AGAINST THESE SYMPTOMS. SOME EXAMPLES ARE ACTIFED, BENADRYL, DEMAZINE, PYRIBENZAMINE, TRIAMINIC.

ANTI-INFLAMMATORY - (ANT-EYE-IN-FLAM-MA-TORY) ANTI - AGAINST, INFLAMATION - REDNESS, SWELLING, PAIN. SEE ANTIARTHRITICS, THEY ARE THE SAME.

ANTIDIARRHEAL - (ANT-EYE-DYE-AH-REE-AL) ANTI - AGAINST, DIARRHEA - LOOSE BOWEL MOVEMENTS. A DRUG WHICH WORKS AGAINST DIARRHEA. SOME EXAMPLES ARE LOMOTIL, KAOPECTATE, DONNAGEL, PARAPECTOLIN.

WORD GUIDE

INVOLUNTARY - NOT CONTROLLED.

CONTRACTION - TIGHTENING.

GASTRO-INTESTINAL - HAVING TO DO WITH THE STOMACH AND INTESTINES.

URINARY - TO DO WITH THE BLADDER AND KIDNEYS.

INFORMATION

ATINEOPLASTICS - (AH-TIN-EE-OH-PLASTICS) SOMETIMES REFERRED TO AS ANTICANCER DRUGS. THEY WORKS AGAINST TUMORS. EXAMPLES ARE CYTOSAR, ESTINYL, LEUKERAN, ONCOVIN, TACE, THIOTEPA, VERCYTE.

ANTIPRURITICS - (ANT-EYE-PREW-RIT-ICKS) ANTI - AGAINST, PRURITIS - ITCHING. A DRUG WHICH WORKS AGAINST ITCHING. THESE ARE OFTEN OINTMENTS OR CREAMS TO PUT ON THE MUCOUS MEMBRANE OR SKIN. SOME EXAMPLES ARE VALISONE, CELESTONE, DERMA MEDICONE, TACARYL, TEMARIL.

INFORMATION

ANTISPASMODICS - (ANT-EYE-SPAZ-MOD-ICKS) OR **ANTICHOLINERGICS** - (ANT-EYE-COAL-IN-ER-JICKS) ANTI - AGAINST, SPASM - INVOLUNTARY CONTRACTION OF MUSCLES. DRUGS USED AGAINST MASCLE SPASMS. OFTEN THEY AFFECT THE GASTRO-INTESTINAL MUSCLES; THEY ALSO WORK ON URINARY MUSCLES. THEY ARE USED FOR PEOPLE WHO COMPLAIN OF "TOO MUCH ACID" IN THE STOMACH, OF "STOMACH PAIN", OF "SPASMS" OF THE BLADDER. SOME EXAMPLES ARE BELLADENAL, BUTIBEL, DONNATOL, KOLANTYL, LIBRAX, PRO-BANTHINE, CYTOSPAZ, URISPAS, URISED.

ANTIDOTE - (ANT-EE-DOAT) MEDICINES OR HOUSEHOLD MIXTURES SUCH AS EGG WHITE OR LEMON JUICE USED TO COUNTERACT POISONS. THE "UNIVERSAL ANTIDOTE" IS CHARCOAL AND CAN BE OBTAINED IN POWDERED FORM AND KEPT AT HOME. IT CAN BE USEFUL IN ALMOST ALL KINDS OF POISONING.

WORD GUIDE

BRONCHI - THE LARGE PASSAGEWAYS IN THE LUNGS.

SERUM - BLOOD SERUM FROM PEOPLE WHO HAVE BUILT UP AN IMMUNITY TO A DISEASE.

TOXOID - A TOXIN (POISON) TREATED BY HEAT OR CHEMICALS TO DESTROY THE POISON BUT STILL ALLOW IT TO ACT AS A VACCINE.

ANTITOXIN - A KIND OF SUBSTANCE (ANTIBODY) PRODUCED WHEN THE BODY RESPONDS TO THE PRESENCE OF A TOXIN.

VACCINE - A MIXTURE OF KILLED OR WEAKENED VIRUSES, BACTERIA OR OTHER GERMS WHICH IS USED TO MAKE A PERSON RESISTANT TO THAT DISEASE.

INFORMATION

BRONCHODIALATORS - (BRONK-OH-DYE-A-LATE-ORS) BRONCHO - TO DO WITH THE BRONCHI, DIALATOR - TO EXPAND. A DRUG TO HELP EXPAND THE BRONCHI. SOME EXAMPLES ARE ACTIFED, BRONKOLIXIR, ISUPREL, MORSODRINE, TEDRAL.

BIOLOGICS - BIO - LIFE, ICS - PERTAINS TO. PREPARATIONS MADE FROM LIVING ORGANISMS AND THEIR PRODUCTS; INCLUDES SERUMS, VACCINES, ANTIGENS AND ANTITOXINS. EXAMPLES ARE ORAL POLIO VACCINE (OPV), IMMUNE SERUM GLOBULIN (ISG), TETANUS ANTITOXIN, MUMPS, MEASLES, RUBELLA VACCINE (MMR), DIPTHERIA-TETANUS-PERTUSSIS TOXOID (DTP), DIPTHERIA-TETANUS TOXOID (DT). USUALLY THESE PREPARATIONS NEED REFRIGERATION TO MAINTAIN FRESHNESS.

WORD GUIDE

ANGINA - SEVERE CHEST PAIN CAUSED BY NARROWING OF THE CORONARY ARTERIES.

HYPOTENSIVES - CAUSING BLOOD PRESSURE TO LOWER, ALSO CALLED ANTI-HYPERTENSIVES.

VASODILATORS - USED TO DILATE THE BLOOD VESSELS.

VASOPRESSOR - USED TO CONTRACT THE BLOOD VESSELS.

INTRAUTERINE - INSIDE THE UTERUS.

INFORMATION

CARDIOVASCULAR DRUGS - (CAR-DEE-OH-VAS-KEW-LAR)
CARDIO - HEART, VASCULAR - BLOOD VESSELS.
DRUGS WHICH ACT ON THE HEART AND BLOOD VESSELS. THE FOLLOWING ARE EXAMPLES OF THIS DRUG:

WORD GUIDE

EXCRETED - PASSED OUT OF THE BODY.

IMITATE - ACT LIKE.

INFORMATION

A) ANTI-ANGINA - DRUGS SUCH AS ISORDIL, NITROGLYCERINE, PERITRATE, SORBITRATE.
B) HYPOTENSIVES - CRYSTODIGIN, DIGITOXIN, LANOXIN.
C) VASODILATORS - ISORDIL, PAPAVERINE, PERITRATE, ANTORA, THEOCALCIN, ARLIDIN, CEREBID, CERESPAN.
D) VASOPRESSORS - LEVOPHED.

CONTRACEPTIVES - (CON-TRAH-SEP-TIVS) CONTRA - AGAINST, CEPTION - NEW FORM. A DRUG OR MECHANICAL DEVICE USED TO PREVENT PREGNANCY. EXAMPLES ARE BIRTH CONTROL PILLS, DIAPHRAGMS, FOAMS, CREAMS, INTRAUTERINE DEVICES (IUD), PROPHYLACTIC (CONDOM).

INFORMATION

COUGH AND COLD PREPARATIONS OR DECONGESTANTS AND EXPECTORANT - COUGH SYRUPS, DRUGS WHICH HELP TO DRY THE MUCOUS MEMBRANE OF THE NOSE AND TO SHRINK SWOLLEN TISSUES. THEY ALSO HELP LOOSEN MUCOUS SO IT CAN BE COUGHED UP. EXAMPLES ARE CORICIDIN, SINUTAB, CHLORASEPTIC, HISTADYL, NOVAHISTINE, NEO-SYNEPHRINE, TRIAMINIC.

DIURETICS - (DYE-YOUR-ET-ICKS) DRUGS WHICH HELP TO PULL EXCESS FLUID FROM THE TISSUES (EDEMA). THIS FLUID IS EXCRETED AS URINE. EXAMPLES ARE ALDACTONE, DIAMOX, DIURIL, ENDURON, ESIDRIX, THIOMERIN.

HORMONES - (HOAR-MOANS) DRUGS PRODUCED BY THE GLANDS OF THE BODY OR MANUFACTURED TO IMITATE (SYNTHETICS) THOSE PRODUCED BY THE BODY. EXAMPLES ARE CORTISONE, NORLUTRATE, PROGESTERONE, ESTROGENS, MENEST, ARISTOSPAN, HALDRONE, KENOLOG, PROVERA.

INFORMATION

HEMATINICS - (HEE-MAH-TIN-ICKS) HEMA - BLOOD, ICS - PERTAINS TO. DRUGS WHICH HELP TO REPLACE SOMETHING NEEDED IN THE BLOOD. EXAMPLES ARE VITAMIN B12, RUBRAMIN, FOLIC-ACID, FERGON, PRAMILETS, THERAGRAN, RETICULOGEN.

LAXATIVES - (LAX-AH-TIVES) DRUGS TAKEN TO AID BOWEL MOVEMENTS. EXAMPLES ARE EFFERSYLLIUM, DIALOSE, GENTLAX, PERI-COLACE, DOCTATE. THE DRUGS CAN ALSO BE IN ENEMA FORM SUCH AS FLEET ENEMAS.

MUSCLE RELAXANTS - A DRUG WHICH HELPS TO RELAX MUSCLES. EXAMPLES ARE NORFLEX, ROBAXIM, SOMA, VALIUM.

INFORMATION

NARCOTICS - (NAR-KOT-ICKS) NARCOTICS PRODUCE STUPOR OR SLEEP. BY LEGAL DEFINITION, THEY ARE HABIT-FORMING DRUGS SUCH AS OPIATES, HEROIN, MORPHINE, CODEINE, DEMEROL. THEY (LEGALLY) CAN BE OBTAINED ONLY BY PRESCRIPTION AND ARE CLOSELY CONTROLLED BY FEDERAL, STATE AND LOCAL LAWS. IT IS THE MEDICAL ASSISTANTS RESPONSIBILITY TO BE SURE THEY ARE KEPT IN A LOCKED CUPBOARD IN THE MEDICAL OFFICE.

SEDATIVES AND HYPNOTICS - DRUGS WHICH CALM A PERSON AND HELP TO PRODUCE SLEEP. EXAMPLES ARE QUAALUDE, SECONAL, NEMBUTAL, AMYTAL, DORIDEN, PLACIDYL. THE DRUGS ARE CONTROLLED THE SAME AS NARCOTICS AND SHOULD ALSO BE KEPT IN A LOCKED CUPBOARD.

STEROIDS - (STEER-OYDS) DRUGS IN THE STEROID GROUP INCLUDE MALE AND FEMALE SEX HORMONES, VITAMIN D, CORTICOSTEROIDS, AND SOME BILE SALT PREPARATIONS. EXAMPLES ARE PROGESTERONE, ESTROGEN AND CORTISONE.

WORD GUIDE

ABUSED - USED FOR THEIR ACTION ONLY, NOT FOR MEDICINAL PURPOSES.

INFORMATION

STIMULANTS - (STIM-U-LANT) DRUGS WHICH "PEP" YOU UP. PROBABLY THE MOST COMMONLY USED STIMULANT IS CAFFEINE IN THE COFFEE THAT MOST PEOPLE DRINK. OTHER STIMULANTS ARE NICOTINE, ALCOHOL, AMPHETAMINES, COCAINE, HEROIN. THESE DRUGS ARE WIDELY "ABUSED". THERE ARE CERTAIN STIMULANTS WHICH PRODUCE INDIVIDUAL EFFECTS SUCH AS DRUGS USED TO STIMULANT THE HEART WHEN IT HAS STOPPED BEATING. THESE DRUGS SHOULD BE KEPT IN A LOCKED CUPBOARD.

TRANQUILIZERS OR ATARACTICS - DRUGS USED TO CALM A PERSON AND TO HELP THEM GET RID OF MENTAL ANXIETY. EXAMPLES ARE HALDOL, ATARAX, EQUAMIL, LIBRIUM.

INFORMATION

EACH DRUG PACKAGE CONTAINS PRINTED INFORMATION ABOUT THAT PARTICULAR MEDICINE. WHEN YOU START A JOB, SAVE THESE INSERTS AND READ THEM. YOU COULD ALSO START A FILE FOR QUICK REFERENCE.

JOB STEPS

1. COLLECT YOUR MATERIALS.

2. LOOK AT THE FIRST FIVE DRUG CLASSIFICATIONS. STUDY THE PRONOUNCIATION, SPELLING AND DEFINITION UNTIL YOU CAN REMEMBER ALL THREE.

3. REPEAT JOB STEP 2 UNTIL YOU HAVE COMPLETED THE LIST OF DRUG CLASSIFICATIONS.

4. GET THE DRUG FLASH CARDS FROM FILE FOLDER 4404 11 003 7. HAVE A CLASSMATE CHECK YOU TO SEE IF YOU CAN PRONOUNCE, SPELL AND DEFINE EACH DRUG.

5. TO HELP YOU REMEMBER SOME PARTS OF THE DRUG CLASSIFICATIONS, COMPLETE THE QUIZ ON THE NEXT PAGE. WRITE YOUR ANSWERS ON SCRAP PAPER.

6. WHEN YOU THINK YOU KNOW ALL THE DEFINITIONS, SEE YOUR INSTRUCTOR.

DO NOT WRITE IN THE MODULE.

QUIZ QUESTIONS

1. FOUR KINDS OF DRUGS WHICH SHOULD BE KEPT LOCKED IN A CUPBOARD ARE

   ____________________, ____________________,

   ____________________, ____________________,

   ____________________.

2. TWO KINDS OF CONTROLLED SUBSTANCE DRUGS ARE ____________________ AND ____________________.

3. VACCINES, SERUMS, TOXOIDS ARE ALL

   ____________________.

4. BIOLOGICS SHOULD BE KEPT IN A

   ____________________.

5. DRUGS WHICH CAUSE LOSS OF FEELING ARE

   ____________________.

QUIZ QUESTIONS

6. IF YOU LACK IRON IN YOUR BLOOD OR ARE ANEMIC, YOU NEED AN ________________.

7. IF YOU ARE OVERWEIGHT AND EAT TOO MUCH, THE DOCTOR MAY PRESCRIBE AN ________________.

8. OLD PEOPLE WHO HAVE PAINFUL, RED, SWOLLEN JOINTS HAVE ________________ AND MAY BE GIVEN ________________.

9. WHEN YOU EAT TOO MUCH PIZZA, YOU MAY NEED AN ________________.

10. PENICILLIN, ACHROMYCIN, STREPTOMYCIN AND SULFA ARE ALL ________________.

11. IF YOU EAT PORK WHICH WAS NOT THOROUGHLY COOKED, YOU MAY NEED AN ________________ TO GET RID OF WORMS.

QUIZ QUESTIONS

12. THE TUBES USED FOR HEMATOCRITS CONTAIN HEPARIN, SO THE BLOOD WILL NOT ________________. HEPARIN IS AN ________________.

13. TRANFER FORCEPS ARE KEPT IN AQUEOUS ZEPHIRAN TO KEEP THEM STERILE. ZEPHIRAN IS AN ________________.

14. OLDER PEOPLE, WHO LIVE ALONE, ARE SOMETIMES DEPRESSED. THE DOCTOR MAY PRESCRIBE AN ________________.

15. TO CONTROL NAUSEA AND VOMITING, SOME WOMEN NEED AN ________________WHEN THEY ARE PREGNANT.

16. PEOPLE WHO HAVE ALLERGIES USUALLY HAVE TO TAKE ________________.

QUIZ QUESTIONS

17. A PERSON WHO HAS LOOSE BOWELS WOULD NEVER TAKE A ________________ BUT MIGHT NEED AN ________________.

18. SPARROW HOSPITAL IS BUILDING A NEW ONCOLOGY (CANCER TREATMENT) CENTER. PATIENTS THERE WILL BE GIVEN ________________.

19. VALISONE CREAM IS A TOPICAL ANTIPRURITIC; YOU WOULD USE IT TO STOP ________________.

20. PATIENT'S WHO COMPLAIN OS SPASMS IN THEIR DIGESTIVE ORGANS MIGHT BE GIVEN AN ________________ OR ________________.

21. PACKAGES OF HARMFUL SUBSTANCES MUST HAVE AN ________________ PRINTED ON THE LABEL.

3

QUIZ QUESTIONS

22. JOHN DRINKS 10 CUPS OF COFFEE A DAY HE SAYS THE CAFFEINE IS A ________________ FOR HIM.

23. IF JOHN DOESN'T STOP DRINKING ALL THAT COFFEE, HE MAY NEED A ________________ TO CALM HIM DOWN.

24. SEVERE MUSCLE SPASMS MAY REQUIRE A ________________ ________________.

25. ANTIANEMICS AND HEMATIMICS ARE USED TO TREAT SOMETHING LACKING IN THE ________________.

26. HORMONES AND ________________ ARE ALMOST ALIKE.

27. YOU SHOULD NOT TAKE A ________________ BEFORE YOU GO ON A LONG AUTOMOBILE TRIP WITH NO REST STOPS.

QUIZ QUESTIONS

28. THERE ARE A LOT OF T.V. ADS FOR COUGH AND COLD REMEDIES. THESE ARE USUALLY ________________ OR ________________.

29. IUD, BCP, FOAM AND JELLY ARE ALL KINDS OF ________________.

30. YOU SHOULD NEVER USE A VASO____________ AND A VASO____________ AT THE SAME TIME.

31. HYPOTENSIVE AND ANTI-HYPERTENSIVE MEAN THE SAME; BOTH ARE ________________ DRUGS.

32. BRONCHODILATORS WORK ON THE ________________ WHICH CONNECTS WITH THE TRACHEA AND THE ________________.

33. GO TO THE MAGAZINE RESOURCES AND LOOK FOR DRUG ADVERTISEMENTS. LIST AT LEAST 5 DRUGS AND THEIR CLASSIFICATIONS.

ANSWERS TO THE QUIZ

1. NARCOTICS, STIMULANTS, SEDATIVES OR HYPNOTICS AND TRANQUILIZERS.
2. NARCOTICS AND SEDATIVES (OR HYPNOTICS).
3. BIOLOGICS
4. REFRIGERATOR
5. ANESTHETICS
6. ANTIANEMIC
7. ANOREXIC
8. ARTHRITIS, ANTIARTHRITICS
9. ANTACID
10. ANTIBIOTICS

22. STIMULANT

23. TRANQUILIZER OR ATARACTIC

24. MUSCLE RELAXANT

25. BLOOD

26. STEROIDS

27. DIURETIC

28. DECONGESTANTS, EXPECTORANTS

29. CONTRACEPTIVES

30. VASOPRESSOR, VASODILATOR

31. CARDIOVASCULAR

3

32. BRONCHI, LUNGS

33. INSTRUCTOR TO CHECK EACH INDIVIDUALLY.

medical assistant

unit: REVIEW FOR COMPETENCY

capital area career center

module: 4401 12 008 7 **date:** 9/77 **level:** IV

skill title: HOW TO COMBINE SINGLE SKILLS INTO A GROUP OF MEDICAL OFFICE SKILLS #4

developed & written by: BEVERLY VARNEY

visuals by:

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

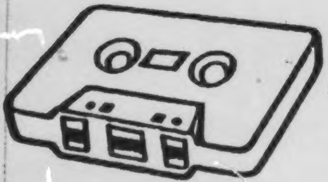
HOW TO COMBINE SEVERAL SKILLS INTO A GROUP SKILL. AND THEN, HOW TO CHECK TO SEE IF YOU REMEMBER MATERIAL YOU HAVE COMPLETED EARLIE

IN ORDER TO DO THIS YOU WILL NEED:

THE EQUIPMENT FOR A NEW PATIENT'S HISTORY
FINANCIAL RECORDS
PEGBOARD
APPOINTMENT BOOK
TELEPHONE
YOUR INSTRUCTOR TO ROLE PLAY THE PATIENT

WE WILL KNOW YOU CAN DO IT WHEN:

1. YOU ANSWER THE PHONE AND MAKE THE APPOINTMENT IN THE MANNER YOU HAVE LEARNED EARLIER.
2. YOU CORRECTLY FILL OUT THE HISTORY FORM AND FINANCIAL RECORDS WITH ALL NECESSARY INFORMATION.
3. YOU CORRECTLY USE THE PEG-BOARD.
4. YOU CAN CORRECTLY BALANCE THE DAY-BOOK PAGE IN THIS MODULE.
5. YOU CAN DO ALL OF THE ABOVE WITHOUT REFERRING BACK TO THE MODULES.



A TAPE OF THIS MODULE IS AVAILABLE.

JOB STEPS

1. COLLECT ALL EQUIPMENT. TELL YOUR INSTRUCTOR WHEN YOU ARE READY. BE SURE OT WRITE ALL YOUR ANSWERS ON SCRAP PAPER. DO NOT WRITE IN THIS MODULE.

2. YOUR INSTRUCTOR WILL PHONE FOR AN APPOINTMENT. TAKE DOWN ALL NECESSARY INFORMATION AND WRITE IT IN THE APPOINTMENT BOOK.

3. WHEN YOUR "PATIENT" ARRIVES, GREET HER/HIM PROPERLY AND FILL OUT FINANCIAL RECORD CARDS AND PATIENT HISTORY FORMS.

4. USE THE PEG-BOARD FOR FINANCIAL RECORDING.

5. USING THE CALCULATOR, BALANCE THE DAY BOOK PAGE AT THE END OF THIS MODULE.

TURN PAGE →

JOB STEPS

6. COUNT THE MANEY IN THE FILE FOLDER TO SEE IF YOUR FIGURES ARE CORRECT, MARKED "REFERENCE TO 4401 12 008".

7. IF YOU ARE UNABLE TO DO THE SKILLS REQUIRED IN THIS MODULE, REVIEW MODULES:

4401 09 004 7
4401 09 005 7
4401 03 001 7
4401 03 002 7
4401 16 001 7
4401 16 008 7
4401 16 009 7

medical assistant

unit: MEDICAL TYPING

capital area career center

module: 4401 13 001 7 **date:** 8/77 **level:** III

skill title: HOW TO FIND OUT IF A PERSON'S BILL SHOULD BE SENT TO BLUE SHIELD

developed & written by: BEVERLY VARNEY

visuals by:

WORD GUIDE

BILL - A STATEMENT OF THE AMOUNT OF MONEY A PERSON OWES.

BLUE SHIELD - A PREPAID, VOLUNTARY, MEDICAL INSURANCE.

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

HOW TO FIND OUT IF A PERSON'S BILL SHOULD BE SENT TO BLUE SHIELD.

AND IN ORDER TO DO THIS YOU WILL NEED:

BLUE SHIELD MANUAL, PART I
A SET OF SAMPLE SERVICE CODES
A SET OF SAMPLE SERVICES
PENCIL
PAPER
CASSETTE, 13-3 #1
BLUE SHIELD IDENTIFICATION CARD
PHYSICIAN'S MANUAL, PART I

WE WILL KNOW YOU CAN DO IT WHEN:

1. YOU CAN DEFINE IF THE SERVICE IS COVERED BY THE SERVICE CODE FOR BLUE SHIELD.
2. YOU CORRECTLY ANSWER THE QUESTIONS TO THIS MODULE.

A TAPE OF THIS MODULE IS AVAILABLE.

INFORMATION

IN ORDER TO UNDERSTAND ALL OF THE PARTS TO THIS MODULE, YOU MUST FIRST COMPLETE MODULE 4401 13 002 7.

MOST PEOPLE ARE NOT SURE WHAT SERVICES THEIR INSURANCE PAYS FOR, AND THEY MAY SOMETIMES HAVE QUESTIONS. YOU SHOULD KNOW HOW TO HELP A PERSON BY FINDING THE ANSWERS FOR HIM/HER. YOU DON'T WANT TO WASTE TIME BILLING BLUE SHIELD FOR A SERVICE WHICH IS NOT COVERED.

YOU DO NOT NEED TO MEMORIZE ANY INFORMATION IN THIS MODULE. THE PURPOSE OF THIS MOD IS FOR YOU TO UNDERSTAND HOW TO USE THE BOOKS IN A DOCTOR'S OFFICE WHICH HELP YOU TO FIND THE ANSWERS TO QUESTIONS ABOUT SERVICES.

ONE COMPLICATED THING TO REMEMBER IS THE MVF (MICHIGAN VARIABLE FEE) FOR BLUE SHIELD. FOR BLUE SHIELD PURPOSES MICHIGAN IS SPLIT UP INTO 4 AREAS.

INFORMATION

- I METROPOLITAN DETROIT
- II COUNTIES IN THE LOWER PENINSULA HAVING CITIES WITH A POPULATION OF 50,000 OR MORE.
- III COUNTIES IN THE LOWER PENINSULA WITH CITIES LESS THAN 50,000
- IV THE UPPER PENINSULA

EACH OF THESE FOUR AREAS MAY HAVE A DIFFERENT PAYMENT SCHEDULE. THAT IS, THE RATES BLUE SHIELD PAYS THE DOCTOR MAY BE DIFFERENT. THESE RATES ARE BASED ON THE FOLLOWING ITEMS:

1. CUSTOMARY - THE MOST COMMON CHARGE IN THAT AREA FOR A SERVICE BY AN INDIVIDUAL PHYSICIAN.
2. PREVAILING - THE MOST COMMON CHARGE BY PHYSICIAN OF SIMILAR SKILLS AND EXPERIENCE.
3. REASONABLE - A MEDICAL SOCIETY COMMITTEE HAS JUDGED THE RATE TO BE FAIR.

INFORMATION

EXAMPLE:

> A PHYSICIAN IN AREA I MAY RECEIVE $150 FOR A SURGICAL PROCEDURE AND AN UPPER PENINSULA PHYSICIAN MIGHT RECEIVE $75 FOR THE SAME PROCEDURE. THIS IS BECAUSE IT IT: 1) CUSTOMARY, 2) PREVAILING, AND 3) REASONABLE.

THE BLUE SHIELD IDENTIFICATION CARD IS A PLASTIC "CHARGE CARD" FOR INDIVIDUALS WHO HAVE SUBSCRIBED TO A BLUE SHIELD PLAN.

GET CASSETTE 13-3 #1 FROM THE FILE AND LISTEN TO IT. THE CASSETTE WILL EXPLAIN THE INFORMATION LISTED ON THE CARD. ASK YOUR INSTRUCTOR ANY QUESTIONS YOU MAY HAVE.

READ PART I IN THE PHYSICIAN'S MANUAL, PAGE 99.

WORD GUIDE

SERVICE CODE - A NUMBER GIVEN TO A CERTAIN SET OF SERVICES.

CONTRACT - THE LEGAL AGREEMENT BETWEEN BLUE SHIELD AND THE PATIENT.

RIDERS - A RIDER IS AN EXTRA COVERAGE THE PERSON BUYS. THE BASIC INSURANCE POLICY IS SORT OF LIKE A CAR WITH NO ACCESSORIES.

JOB STEPS

1. COLLECT YOUR MATERIALS. BE SURE TO READ ALL THE INFORMATION CONTAINED IN THE INFORMATION SECTION OF THIS MODULE.
2. TO CHECK TO SEE WHAT SERVICES ARE COVERED UNDER SERVICE CODE 7009, TURN TO PAGE 103 IN THE PHYSICIAN'S MANUAL AND FIND NUMBER 7009. YOU WILL SEE THAT 7009 IS A MVF 1 CONTRACT WITH ML AND CO RIDERS.

JOB STEPS

3. TURN TO PAGE 71 IN THE PHYSICIAN'S MANUAL. PAGES 71 THROUGH 76 TELL YOU THE DETAILS OF WHAT BLUE SHIELD WILL PAY FOR UNDER AN MVF 1 CONTRACT.

4. READ PAGES 71 THROUGH 76 AND ANSWER THE FOLLOWING QUESTIONS ON SCRAP PAPER. CHECK YOUR ANSWERS WITH YOUR INSTRUCTOR.

QUESTIONS ABOUT MVF 1 CONTRACTS:

A. LOOK ON PAGE 73. DOES AN MVF 1 CONTRACT PAY 100% OF THE CHARGES FOR AN ECG?

B. LOOK ON PAGE 72. IF A PATIENT IS REFERRED TO YOUR EMPLOYER FOR A CONSULTATION BY THE PHYSICIAN IN CHARGE OF HIS/HER CASE, WILL BLUE SHIELD PAY FOR THIS?

JOB STEPS

C. LOOK ON PAGE 74. IF YOUR EMPLOYER TREATS A PATIENT IN HIS/HER OFFICE FOR A MEDICAL DIAGNOSIS ILLNESS, WILL BLUE SHIELD PAY FOR IT?

D. LOOK ON PAGE 75. IF YOUR EMPLOYER PERFORMS SURGERY ON A PATIENT IN HIS/HER OFFICE, WILL BLUE SHIELD PAY FOR IT?

E. LOOK ON PAGE 74. IF A PATIENT IS PREGNANT AND YOUR EMPLOYER CARES FOR HER BEFORE, DURING AND AFTER DELIVERY, WILL BLUE SHIELD PAY HER TOTAL BILL? IF "NO", WILL THEY PAY PART OF HER BILL? WHICH PART? CAN THE PATIENT GET COVERAGE FOR THE OTHER BENEFITS? HOW?

5. TO UNDERSTAND WHAT THE ML AND THE CO RIDERS MEAN, TURN TO PAGE 132 IN THE PHYSICIAN'S MANUAL.

WORD GUIDE

$5 OR 10%, WHICHEVER IS GREATER - A RESTRICTION ON SOME SERVICES. IF THE CHARGE FOR AN X-RAY WAS $25.00 THE PATIENT WOULD HAVE TO PAY $5 BECAUSE 10% OR $25.00 = $2.50 AND $5 IS THE GREATER AMOUNT.

JOB STEPS

NOTE: RIDER ML MEANS THAT THE PERSON WHO BUYS THIS EXTRA COVERAGE DOES NOT HAVE TO PAY THE FIRST $5 OR 10% EVEN IF IT SAYS UNDER THE MVF 1 LIST THAT HE/SHE DOES.

medical assistant

unit: THIRD PARTY BILLING

capital area career center

module: 4401 13 009 7 **date:** 12/76 **level:** IV

skill title: HOW TO FIND OUT IF A PERSON'S BILL SHOULD BE SENT TO MEDICAID

developed & written by: BEVERLY VARNEY

visuals by:

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

HOW TO FIND OUT IF A PERSON'S BILL SHOULD BE SEND TO MEDICAID.

IN ORDER TO DO THIS YOU WILL NEED:

MEDICAID PRACTITIONER MANUAL
SAMPLE MEDICAID CARDS

WE WILL KNOW YOU CAN DO IT WHEN:

YOU CORRECTLY WRITE THE ANSWERS TO THE PROJECT.

A TAPE OF THIS MODULE IS AVAILABLE

INFORMATION

YOU CANNOT BILL MEDICAID WITHOUT INFORMATION FROM THE MEDICAID ID CARD.

THERE ARE PEOPLE WHO TRY TO HAVE YOU SEND THEIR BILLS TO MEDICAID WHEN THEY SHOULD PAY THE BILL THEMSELVES.

THERE IS INFORMATION YOU MUST GET FROM A PERSON'S MEDICAID ID CARD TO BE CERTAIN THE BILLING FORM IS CORRECT.

READ THE FOLLOWING INFORMATION BEFORE YOU BEGIN THIS MODULE: MEDICAID PRACTITIONER MANUAL, CHAPTER 2, PAGES 1 - 10.

WORD GUIDE

MEDICARE - A GOVERNMENT SPONSORED INSURANCE FOR PEOPLE OVER 65 YEARS OF AGE AND SOME DISABLED PEOPLE.

ELIGIBLE PERSON - A PERSON WHO CAN HAVE HEALTH CARE PAID FOR BY MEDICAID

RECIPIENT - A PERSON WHO RECEIVES MEDICAID

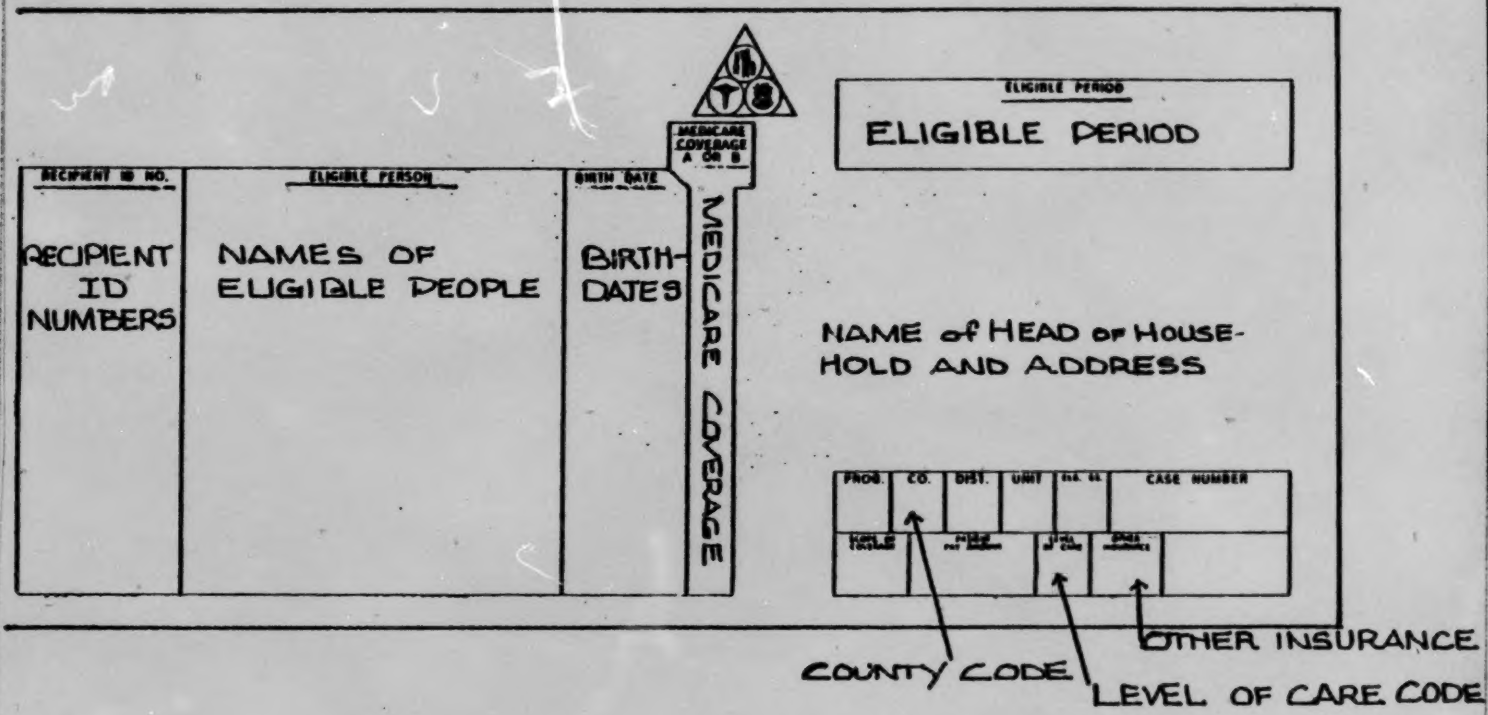
HEAD OF THE HOUSEHOLD - THE PERSON RESPONSIBLE FOR THE REST OF THE FAMILY

JOB STEPS

1. COLLECT YOUR MATERIALS AND READ THE PAGES LISTED ON THE INFORMATION PAGE.

JOB STEPS

2. THE FOLLOWING IS A SUMMARY OF THE STEPS TO FOLLOW WHEN CHECKING A MEDICAL ASSISTANCE AUTHORIZATION CARD. CAREFULLY READ THE INFORMATION WHICH FOLLOWS THIS ILLUSTRATION.


RECIPIENT ID NO.
RECIPIENT ID NUMBERS
ELIGIBLE PERSON
NAMES OF ELIGIBLE PEOPLE
BIRTH DATE
BIRTH-DATES
MEDICARE COVERAGE A OR B
MEDICARE COVERAGE
ELIGIBLE PERIOD
ELIGIBLE PERIOD
NAME of HEAD of HOUSE-HOLD AND ADDRESS
PROG.
CO.
DIST.
UNIT
CASE NUMBER
COUNTY CODE
LEVEL OF CARE CODE
OTHER INSURANCE

A. CHECK THE DATES IN THE "ELIGIBLE PERIOD" BOX.

JOB STEPS

B. IF THE DATES ARE FOR THE MONTH DURING WHICH THE SERVICE WAS PROVIDED, CHECK TO SEE IF THE PATIENT'S NAME IS LISTED UNDER "ELIGIBLE PERSON".

C. MAKE A COPY OF THE CARD WITH YOUR COPY MACHINE. IF YOUR OFFICE DOES NOT HAVE A COPY MACHINE, WRITE DOWN THE PATIENT'S LAST NAME, MIDDLE INITIAL, FIRST NAME, SEX, BIRTHDATE, THE RELATIONSHIP TO THE HEAD OF THE HOUSEHOLD, AND THE ADDRESS OF THE HEAD OF HOUSEHOLD. CHECK THE BOX MARKED "OTHER INSURANCE". WRITE DOWN THE NUMBER IN THAT BOX. WRITE DOWN THE "RECIPIENT ID NUMBER" NEXT TO THE PATIENT'S NAME. CHECK THE COUNTY CODE BOX AND WRITE DOWN THAT NUMBER.

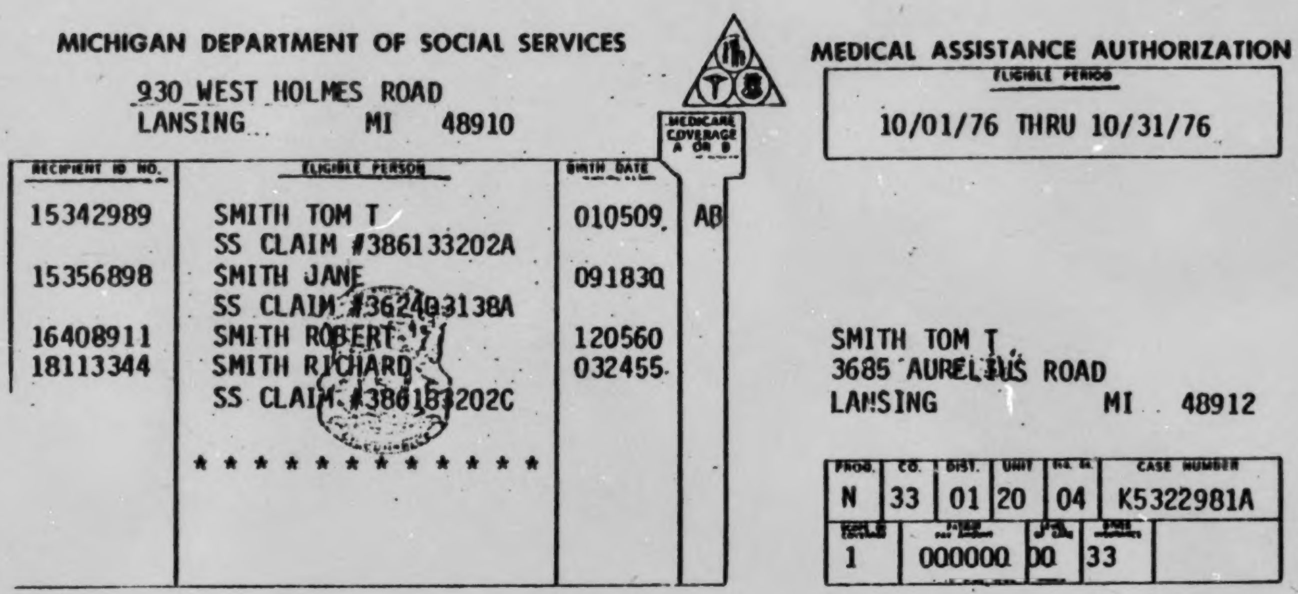
D. TURN THE CARD OVER AND CHECK TO MAKE SURE THE CARD IS SIGNED BY THE RECIPIENT OR THE ADULT RESPONSIBLE FOR THE RECIPIENT.

JOB STEPS

NOTE: THERE ARE MANY TIMES WHEN ONLY ONE OR TWO FAMILY MEMBERS RECEIVE MEDICAID. FOR INSTANCE, A FATHER MIGHT NOT BE AN ELIGIBLE PERSON, BUT HE MIGHT BE THE ADULT RESPONSIBLE FOR HIS TWO CHILDREN WHO ARE ELIGIBLE PERSONS.

3. BE SURE YOU KNOW WHERE TO LOOK FOR EACH PIECE OF INFORMATION LISTED IN STEP #2. IF YOU DO NOT UNDERSTAND, ASK YOUR INSTRUCTOR WHEN FINISHED.
4. COMPLETE THE PROJECT LISTED ON THE FOLLOWING PAGES. WRITE YOUR ANSWERS ON SCRAP PAPER AND SHOW ALL WORK TO YOUR INSTRUCTOR WHEN FINISHED.

JOB STEPS



MICHIGAN DEPARTMENT OF SOCIAL SERVICES
930 WEST HOLMES ROAD
LANSING MI 48910

MEDICAL ASSISTANCE AUTHORIZATION

ELIGIBLE PERIOD
10/01/76 THRU 10/31/76

RECIPIENT ID NO.	ELIGIBLE PERSON	BIRTH DATE	MEDICARE COVERAGE A OR B
15342989	SMITH TOM T SS CLAIM #386133202A	010509	AB
15356898	SMITH JANE SS CLAIM #362403138A	091830	
16408911	SMITH ROBERT	120560	
18113344	SMITH RICHARD SS CLAIM #386133202C	032455	
	* * * * * * * * * * * * * *		

SMITH TOM T
3685 AURELIUS ROAD
LANSING MI 48912

PROG.	CO.	DIST.	UNIT	[illegible]	CASE NUMBER
N	33	01	20	04	K5322981A

[illegible]	[illegible]	[illegible]	[illegible]	
1	000000	00	33	

LOOK AT FIGURE 2. THIS IS A SAMPLE MEDICAID FORM. LIST THE FOLLOWING INFORMATION YOU WILL NEED TO BILL MEDICAID FOR SERVICES PROVIDED TO PEGGY FRENCH.

WORD GUIDE

→ COUNTY SOCIAL SERVICES - THE
COUNTY OFFICE THAT DECIDES
WHO CAN GET MEDICAID

JOB STEPS

1. THE DATE OF SERVICE TO PEGGY IS JANUARY 22, 1976. CHECK TO SEE IF THE ID CARD IS ALL RIGHT TO USE. WRITE THE "ELIGIBLE PERIOD" ON SCRATCH PAPER.
2. WRITE THE PATIENT'S LAST NAME.
3. WRITE THE PATIENT'S MIDDLE INITIAL.
4. WRITE THE PATIENT'S FIRST NAME.
5. WRITE THE PATIENT'S SEX.
6. WRITE THE PATIENT'S BIRTHDATE.
7. WRITE THE PATIENT'S RELATIONSHIP TO THE HEAD OF THE HOUSEHOLD.
8. WRITE THE ADDRESS OF THE HEAD OF THE HOUSEHOLD.

JOB STEPS

9. WRITE DOWN THE NUMBER OF THE OTHER INSURANCE. LOOK ON PAGE A-7, APPENDIX C, PRACTITIONER MANUAL AND FIND THE NAME OF THE OTHER INSURANCE. WRITE THE NAME.
10. WRITE THE RECIPIENT ID NUMBER.
11. WRITE THE NUMBER FOR THE COUNTY CODE. LOOK IN APPENDIX A, PAGE A-Z OF THE PRACTITIONER MANUAL. WRITE THE NAME OF THE COUNTY FOR THE CODE NUMBER.
12. ON SCRAP PAPER, ANSWER THE FOLLOWING QUESTIONS:

QUESTIONS:

1. MEDICAL ASSISTANCE AUTHORIZATION CARDS ARE ISSUED ON A ____________ BASIS.
2. HOW MANY CARDS ARE ISSUED TO EACH FAMILY?
3. WOULD YOU CONTACT THE COUNTY SOCIAL SERVICES OFFICE IF YOU HAD A QUESTION ABOUT ELIGIBILITY? WHY OR WHY NOT?

JOB STEPS

4. SINCE THE MEDICAL ASSISTANCE AUTHORIZATION CARD IS ONLY GOOD FOR ONE MONTH, WHAT IS THE FIRST THING YOU SHOULD ALWAYS CHECK ON A PATIENT'S CARD?
5. IF A PATIENT HAS A CARD WHICH SAYS *** DENTAL ONLY *** WILL YOU BE ABLE TO BILL MEDICAID FOR PHYSICIAN'S SERVICES?
6. THE FIRST PERSON LISTED ON THE CARD SHOWN ON PAGE 4, CHAPTER II OF THE PRACTITIONER MANUAL, IS TOM SMITH. THE FIRST PERSON LISTED IS ALWAYS THE HEAD OF THE HOUSEHOLD. WHICH RECIPIENT ID NUMBER DO YOU USE TO BILL MEDICAID FOR TOM SMITH? FOR JANE SMITH?
7. WHICH TWO PEOPLE IN THE TOM SMITH HOUSEHOLD ALSO HAVE MEDICARE? HOW DID YOU KNOW?
8. WHAT MONTH AND YEAR IS THIS SAMPLE CARD GOOD FOR?
9. LOOK IN THE APPENDIX A, PAGE A-2, IN THE PRACTITIONER MANUAL. WHAT COUNTY DOES 33 INDICATE?

JOB STEPS

10. THE CASE NUMBER OF THE CARD IS K5322981A. DO YOU USE THIS WHEN YOU BILL MEDICAID?
11. A CARD WHICH HAS A LEVEL OF CARE 07 IS FOR ________________ ONLY.
12. LOOK ON PAGE A-7, APPENDIX C, PRACTITIONER MANUAL. WHAT CODE WOULD APPEAR IN THE "OTHER INSURANCE" BOX IF THE PATIENT HAD TRAVELERS INSURANCE HEALTH COVERAGE?
13. YOU SHOULD ALWAYS CHECK THE REVERSE SIDE OF THE MEDICAL ASSISTANCE AUTHORIZATION CARD FOR ________________.
14. WHAT CAN YOU DO IF A PERSON SAYS HE/SHE HAS MEDICAID BUT DOES NOT HAVE A CARD?

medical assistant

unit: THIRD PARTY BILLING

capital area career center

module: 4401 13 013 7 **date:** 12/76 **level:**

skill title: HOW TO FIND DIAGNOSIS CODES IN THE HICDA MANUAL

developed & written by: BEVERLY VARNEY

visuals by:

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

1. HOW TO FIND DIAGNOSIS CODES IN THE HICDA MANUAL.
2. SOME RULES USED WITH DIAGNOSIS CODES ON BILLING FORMS.

IN ORDER TO DO THIS YOU WILL NEED:

HICDA MANUAL (CLASSROOM)
DIAGNOSIS CODE WORKSHEET
PRACTITIONER MANUAL (MEDICAID)
PENCIL

WE WILL KNOW YOU CAN DO IT WHEN:

YOU CORRECTLY COMPLETE THE DIAGNOSIS CODE WORKSHEET AND YOU CORRECTLY ANSWER THE SIX QUESTIONS ON RULES (SEE STEP #7).

A TAPE OF THIS MODULE IS AVAILABLE.

WORD GUIDE

MEDICAID - A PROGRAM SET UP BY THE FEDERAL GOVERNMENT WHICH ASSISTS THE NEEDY WITH THEIR MEDICAL BILLS.

BLUE SHIELD - A PRIVATE INSURANCE COMPANY WHICH SERVES A LARGE NUMBER OF PEOPLE IN MICHIGAN. THE DIVISION OF MICHIGAN BLUE CROSS/BLUE SHIELD WHICH PAYS DOCTORS FOR THEIR SERVICES TO THE SUBSCRIBER (THE PATIENT).

INFORMATION

THIRD PARTY BILLING IS A COMMON TASK OF A MEDICAL ASSISTANT. YOU WILL NEED TO FIND DIAGNOSIS CODES IN THE HICDA MANUAL IN ORDER TO DO BILLING FOR MEDICAID AND BLUE SHIELD.

THIS MANUAL CONTAINS THE DIAGNOSIS CODES YOU WILL USE. YOU WILL USE IT TO FIND THE CODES ON YOUR WORKSHEET.

INFORMATION

FOR RULES TO USE IN DOING DIAGNOSTIC CODES, READ THE FOLLOWING MATERIAL: PRACTITIONER MANUAL, CHAPTER IV, PAGE 2-6 TO "PROCEDURE CODING".

WORD GUIDE

DIAGNOSIS - WHAT IS WRONG WITH THE PATIENT.

STREP - A MEDICAL SLANG TERM USED TO MEAN A STREPTOCOCCUS INFECTION.

JOB STEPS

1. COLLECT YOUR MATERIALS. WRITE ALL ANSWERS ON SCRAP PAPER. BE SURE TO READ THE REFERENCES IN THE INFORMATION SECTION.

2. READ THE FOLLOWING EXAMPLE. FOLLOW THE STEPS IN THE HICDA MANUAL, PAGES V, VI, VII (AT BEGINNING OF MANUAL).

   STEVEN STERN IS A 27 YEAR OLD WHO HAS BEEN TREATED BY YOUR EMPLOYER FOR AN INFECTED STREP THROAT AND AN ACUTE MIDDLE EAR INFECTION. HE IS ELIGIBLE FOR MEDICAID, AND YOU ARE GOING TO FIND HIS DIAGNOSIS CODE IN THE HICDA MANUAL.

JOB STEPS

REMEMBER TO ASK YOURSELF THE FOLLOWING QUESTIONS:

A. WHAT IS WRONG? - INFECTION
B. WHERE? - THROAT & MIDDLE EAR
C. COMPLICATIONS? - ACCUTE (MIDDLE EAR), STREP THROAT

(THESE THREE QUESTIONS ALWAYS HELP YOU TO LOCATE THE CODE NUMBER.)

3. LOOK IN THE HICDA MANUAL, PAGE 320. FIND INFECTION. LOOK UNDER THE WORD INFECTION FOR EAR, LOOK UNDER EAR FOR THE MEDICAL TERM FOR MIDDLE EAR INFECTION. TURN TO PAGE 427 AND FIND OTITIS. LOOK UNDER OTITIS FOR MEDIA, LOOK UNDER MEDIA FOR ACUTE. THIS IS ON PAGE 428, AND YOU WILL SEE THE CODE NUMBER 3812.

WORD GUIDE

SECONDARY DIAGNOSIS - A TERM USED TO TELL THE LESS SEVERE OF TWO DIAGNOSIS.

JOB STEPS

THIS IS THE DIAGNOSIS CODE YOU WILL USE FOR ACUTE MIDDLE EAR INFECTION. TURN BACK TO PAGE 320 AND LOOK UNDER INFECTION FOR THROAT, LOOK UNDER THROAT FOR STREP. YOU WILL FIND THE CODE NUMBER IS 0340. ACUTE OTITIS MEDIA IS MORE SERIOUS THAN STREP THROAT, SO OTITIS WILL BE CALLED THE PRIMARY DIAGNOSIS AND STREP THROAT THE SECONDARY DIAGNOSIS.

4. USING THE HICDA MANUAL AND YOUR MEDICAL DICTIONARY, FILL IN THE DIAGNOSIS CODE NUMBERS ON THE WORKSHEET. WHEN YOU SEE THE WORD "RULE OUT" OR "POSSIBLE" AS PART OF THE NAME OF A DIAGNOSIS, IGNORE THAT PART. USE THE WORKSHEET ON THE LAST PAGE OF THIS MODULE.

5. CHECK YOUR ANSWERS WITH YOUR INSTRUCTOR.

JOB STEPS

6. CORRECT ANY WRONG ANSWERS

7. THEN, ANSWER THE FOLLOWING QUESTIONS ON A SEPARATE SHEET OF PAPER. SHOW ALL WORK TO YOUR INSTRUCTOR. IF YOU DO NOT KNOW THE ANSWERS, REREAD THE REFERENCES IN THE HICDA MANUAL AND THE PRACTITIONER MANUAL.

WHAT ARE THE THREE QUESTIONS YOU ASK YOURSELF ABOUT THE PATIENT IN ORDER TO LOCATE A DIAGNOSIS CODE?

WHEN DO YOU USE "NEC" FOR THE CODE?

WHAT IS THE HEADING YOU LOOK UNDER FOR CANCER OR CARCINOMA?

WHAT SECTION OF THE PRACTITIONER MANUAL GIVES YOU HELP IN FINDING DIAGNOSIS CODES?

DOES DIAGNOSIS CODE EVER NAME A SERVICE INSTEAD OF A DIAGNOSIS?

JOB STEPS

ARE THERE SPECIAL INSTRUCTIONS TO USE FOR THE DECIMAL IN THE DIAGNOSIS CODES?

WORKSHEET FOR CODING DIAGNOSIS OR REASON FOR SERVICE

DO NOT WRITE IN THE MOD. PUT YOUR ANSWERS ON SCRATCH PAPER.

1. HEMORRHAGING PERFORATED DUODENAL ULCER ______
2. EXAM OF ORAL CONTRACEPTIVES* ______
3. WELL BABY EXAM ______
4. CARBON MONOXIDE POISONING ______
5. ITCHING AND SWELLING OF HANDS (TWO CODES) ______ ______
6. SUBACUTE VIRAL HEPATITIS ______
7. RULE OUT PREGNANCY - AMENORRHEA ______
8. FLU IMMUNIZATION* ______

TURN PAGE →

JOB STEPS

9. POSSIBLE DISLOCATION CAUSING SEVERE CERVICAL PAIN ______
10. CHEST COLD ______
11. CARCINOMA OF THE MIDDLE EAR - SECONDARY ______

* HINTS

2. GIVING OF ORAL CONTRACEPTIVES IS CONSIDERED PART OF FAMILY PLANNING.
8. OTHER NAMES OF IMMUNIZATION ARE INOCULATION AND VACCINATION.

medical assistant

unit: THIRD PARTY BILLING

capital area career center

module: 4401 13 014 7 **date:** 12/76 **level:** II

skill title: HOW TO FIND PROCEDURE CODES IN THE MICHIGAN

developed & written by: BEVERLY VARNEY

visuals by: UNIFORM PROCEDURE CODE MANUAL

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

HOW TO FIND PROCEDURE CODES IN THE MICHIGAN UNIFORM PROCEDURE CODE MANUAL AND THEN SOME RULES FOR CORRECT USE OF PROCEDURE CODES ON BILLING FORMS.

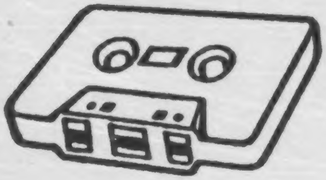
IN ORDER TO DO THIS YOU WILL NEED:

BLUE CORSS/BLUE SHIELD OF MICHIGAN BILLING INSTRUCTION
MICHIGAN UNIFORM PROCEDURE CODE MANUAL
MEDICAID PRACTITIONER MANUAL
PROCEDURE CODE WORKSHEET
PENCIL AND SCRAP PAPER

WE WILL KNOW YOU CAN DO IT WHEN:

1. YOU CORRECTLY COMPLETE THE PROCEDURE CODE WORKSHEET.

2. YOU CORRECTLY ANSWER SIX QUESTIONS ON PROCEDURE RULES.



A TAPE OF THIS MODULE IS AVAILABLE.

INFORMATION

THIRD PARTY BILLING IS A COMMON TASK OF A MEDICAL ASSISTANT. YOU WILL NEED TO FIND PROCEDURE CODES IN THE MICHIGAN UNIFORM PROCEDURE CODE MANUAL IN ORDER TO DO BILLING FOR MEDICAID AND FOR BLUE SHIELD.

EACH PLACE YOU WILL FOR SERVICES HAS A FEW RULES OF ITS OWN. FOR AN EXPLANATION OF THOSE RULES, READ MEDICAID PRACTITIONER MANUAL, CHAPTER 10, PAGES 6-24. THIS REFERENCE EXPLAINS THOSE RULES FOR MEDICAID. IT ALSO DEFINES SOME TERMS USED BY MEDICAID AND EXPLAINS THE SPECIAL RULES FOR BLUE SHIELD.

READ, MICHIGAN UNIFORM PROCEDURE CODES, PAGES I THROUGH V. THESE PAGES DEFINE SOME OF THE TERMS USED SO YOU WILL BE ABLE TO CHOOSE THE CORRECT TITLES AND PROCEDURE CODE FOR THE SERVICE GIVEN.

JOB STEPS

1. COLLECT YOUR MATERIALS.

2. ANSWER THE FOLLOWING QUESTIONS. IF YOU DO NOT KNOW THE ANSWERS, FIND THEM IN THE REFERENCES GIVEN IN THE INFORMATION SECTION OF THIS MODULE. WRITE YOUR ANSWERS ON SCRAP PAPER.

   A. WHEN DO YOU USE NOC FOR A PROCEDURE CODE?

   B. WHAT DOES THE SYMBOL # MEAN WHEN FOUND NEXT TO A PROCEDURE CODE?

   C. WHAT DOES AN X MEAN WHEN FOUND IN THE COLUMN WITH THE HEADING PROC. ONLY?

   D. WHAT DOES THE SYMBOL + MEAN WHEN FOUND NEXT TO A PROCEDURE CODE?

   E. WHAT DOES THE SYMBOL * MEAN WHEN FOUND NEXT TO A PROCEDURE CODE?

JOB STEPS

F. WOULD A PHYSICIAN WHO NEVER DOES SURGERY EVER USE A CODE PRECEEDED BY A T?

GIVE YOUR ANSWERS TO YOUR INSTRUCTOR.

3. CHECK TO SEE IF YOU CORRECTLY DID STEP #2.

A. NOC IS USED WHEN THERE IS NO PROCEDURE CODE IN THE SERVICE CLASSIFICATION (MEDICINE, SURGERY, ETC.) WHICH EXACTLY DESCRIBES THE SERVICE PROVIDED.

B. THE SYMBOL # MEANS THAT IF YOU ARE BILLING MEDICAID, YOU MUST ATTACH A COMPLETE DESCRIPTION OF THE SERVICE TO THE CLAIM FORM IN ORDER TO RECEIVE PAYMENT OF THE SERVICE.

JOB STEPS

C. AN X IN THE PROC. ONLY COLUMN MEANS THAT MEDICAID WILL NOT PAY FOR POST-OPERATIVE CARE RELATED TO THAT SURGICAL PROCEDURE FOR A HOSPITALIZED PATIENT OR THAT MEDICAID WILL NOT PAY FOR AN OFFICE CALL RELATED TO THAT SURGICAL PROCEDURE. FOR AN EXAMPLE, TURN TO PAGE 211 OF THE MUPC. YOU WILL SEE 5700, REMOVAL OF SURFACE FOREIGN BODY 4 X. THE X TELLS YOU MEDICAID WILL PAY FOR THIS PROCEDURE BUT NOT FOR THIS PLUS AN OFFICE CALL.

D. THE SYMBOL ± MEANS THAT THIS PROCEDURE IS NOT COVERED BY MEDICAID AND WILL NOT BE PAID BY THEM.

E. THE SYMBOL * MEANS THAT THIS PROCEDURE IS NOT COVERED BY BLUE CROSS/BLUE SHIELD AND WILL NOT BE PAID BY THEM.

JOB STEPS

F. A PHYSICIAN WHO DOES NOT DO SURGERY WILL NEVER BILL FOR A PROCEDURE CODE MARKED T BECAUSE THE T INDICATES TECHNICAL SURGICAL ASSISTANCE. IT WOULD BE USED IF A PHYSICIAN ASSISTS WITH A SURGICAL PROCEDURE AND HE/SHE CAN DOCUMENT THAT ASSISTANCE WAS NEEDED.

4. READ THE FOLLOWING SITUATION:
STEVEN STERN, 27, IS A NEW PATIENT. YOUR EMPLOYER TREATED HIM FOR STREP THROAT AND AN ACUTE MIDDLE EAR INFECTION. YOU HAVE ALREADY FOUND THE DIAGNOSIS CODES IN MOD 4401 13 013 7. NOW, YOU MUST FIND THE PROCEDURE CODES. THE DOCTOR PERFORMED AN INCISION AND DRAINAGE OF THE LEFT EAR DRUM (A MYRINGOTOMY) AND AN INTERMEDIATE EXAMINATION OF THE THROAT AND EAR. BOTH WERE DONE IN HIS OFFICE. TWO PROCEDURES WERE PERFORMED:

A. A MYRINGOTOMY

B. AN INTERMEDIATE EXAMINATION

JOB STEPS

5. THE SUFFIX "-OTOMY" MEANS "INCISION INTO" AND INDICATES THIS IS A SURGICAL PROCEDURE. LOOK IN THE TABLE OF CONTENTS OF THE MICHIGAN UNIFORM PROCEDURE CODING MANUAL (MUPC) FOR "SURGERY". SINCE THE "-OTOMY" WAS ON THE EAR, LOOK UNDER "SURGERY" FOR "EAR". THIS REFERS US TO PAGE 214. TURN TO PAGE 214. THE EAR DRUM IS PART OF THE MIDDLE EAR, SO FIND MIDDLE EAR ON PAGE 215. "-OTOMY" MEANS INCISION SO UNDER MIDDLE EAR, FIND "INCISION". UNDER "INCISION", FIND "MYRINGOTOMY". SINCE IT WAS ONLY THE LEFT EAR, IT IS ONE SIDE ONLY OR UNILATERAL. THAT CODE NUMBER IS 5870. YOU WILL NOTICE AN X IN THE PROCEDURE CODE COLUMN. THIS MEANS MEDICAID WILL NOT PAY FOR AN OFFICE VISIT ALONG WITH A MYRINGOTOMY. HOWEVER, OUR EXAMPLE IS AN EXCEPTION. THE REASON IS THAT STEVEN STERN ALSO HAD STREP THROAT, AND THE DOCTOR DID EXAMINE AND TREAT HIM FOR THAT

JOB STEPS

STREP INFECTION. SO IN THIS CASE, THERE ARE TWO SEPARATE PROCEDURES. YOU WILL NEED TO FIND A PROCEDURE CODE FOR THE TREATMENT OF THE THROAT.

6. TURN BACK TO THE TABLE OF CONTENTS. AN INTERMEDIATE EXAMINATION IS A MEDICAL PROCEDURE. LOOK UNDER MEDICINE. SINCE IT IS A PROCEDURE DONE IN THE OFFICE, LOOK FOR OFFICE VISIT. TURN TO PAGE 1 AS THE MUPC INDICATES. FIND OFFICE OR OUTPATIENT VISITS. STEVEN STERN IS A NEW PATIENT, SO LOOK UNDER THAT HEADING FOR INTERMEDIATE HISTORY, EXAMINATION AND TREATMENT. THE CODE NUMBER IS 9004.

JOB STEPS

7. NOW YOU ARE READY TO BEGIN PRACTICING SOME CODES. USING THE MICHIGAN UNIFORM PROCEDURE CODE MANUAL AND THE MEDICAL DICTIONARY, FILL IN THE CODES FOR THE WORKSHEET ENTITLED PROCEDURE CODING WORKSHEET, WHICH IS ON THE NEXT TWO PAGES OF THIS MOD. WRITE YOUR ANSWERS ON SCRAP PAPER.

8. CHECK YOUR ANSWERS WITH YOUR INSTRUCTOR.

9. CORRECT ANY WRONG ANSWERS.

DO NOT WRITE IN THE MOD -- USE SCRATCH PAPER

1. TONSILLECTOMY (PATIENT 14 YEARS OLD ________
2. VASECTOMY ________
3. COMPLETE PHYSICAL EXAMINATION (NEW PATIENT ________
4. PELVIC EXAM (ROUTINE) (MEDICAID CLASSIFIES THIS AS A SURGICAL PROCEDURE) ________
5. DIAGNOSTIC EKG (INTERPRETATION AND REPORT ONLY) ________
6. INCISION AND REMOVAL OF SPLINTER FROM SUBCUTANEOUS TISSUE ________
7. X-RAY, FOOT (2 VIEWS) ________
8. FAMILY COUNSELING ________
9. PROVISION OF ALLERGY INJECTABLE ________
10. CHOLECYSTECTOMY ________
11. PENICILLIN INJECTION ________
12. INJECTION OF ESTROGEN AND B12 (IN ONE SYRINGE) ________

13. CLEANSING AND SUTURING OF WOUNDS TO LEFT ARM 1" AND 2" (ONE PROCEDURE) ________

14. EXAMINATION OF PATIENT'S EAR IN EMERGENCY ROOM (BRIEF SERVICE) ________

15. ARTHROCENTESIS OF KNEE JOINT ________

16. EXTENSIVE RE-EVALUATION OF HOSPITALIZED PATIENT ________

17. GLUCOSE TOLERANCE - 6 SPECIMENS, 7 HOURS (ANOTHER NAME FOR GLUCOSE IS SUGAR) ________

18. CLOSED REDUCTION OF FRACTURE OF THE THUMB, DISTAL PHALANX ________

19. THERAPEUTIC EXERCISE AND WHIRLPOOL TREATMENTS (TWO MODALITIES MEANS TWO KINDS OF TREATMENT) ________

20. MAINTENANCE HEMODIALYSIS ________

21. BIOPSY OF PANCREAS ________

22. ABORTION ELECTIVE 2ND TRIMESTER, INDUCED BY INJECTION OF SALINE SOLUTION ________

23. PLACEMENT OF WALKING CAST KNEE TO TOE (REPLACEMENT OF ORIGINAL CAST) ________

24. ROUTINE VISIT TO FOURTH PATIENT ON SAME DATE IN A BASIC NURSING HOME ________

25. NORMAL OBSTETRICAL DELIVERY ________

26. INFANT CIRCUMCISION ________

27. ANTEPARTUM CARE ________

28. POST PARTUM CARE ________

medical assistant

unit: SKILL BUILDING

capital area career center

module: 4401 15 002 7 date: 9/77 level: I

skill title: VOCABULARY SKILL BUILDING

developed & written by:

visuals by:

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

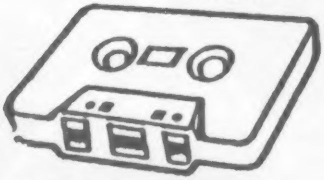
HOW TO REVIEW PREVIOUS WORDS AND ABBREVIATIONS AND NEW AND MORE SPECIALIZED VOCABULARY WORDS.

IN ORDER TO DO THIS YOU WILL NEED:

FIVE WORDS EACH WEEK
A QUIZ OVER THE WORDS EVERY NINE WEEKS
MEDICAL DICTIONARY
PENCIL AND PAPER

WE WILL KNOW YOU CAN DO IT WHEN:

YOU ACCURATELY DEFINE AND PRONOUNCE THE WORDS ON THE QUIZZES.



A TAPE OF THIS MODULE IS AVAILABLE.

INFORMATION

YOU ARE GOING TO LEARN NEW VOCABULARY WORDS AND REVIEW PREVIOUS WORDS AND ABBREVIATIONS.

EACH WEEK YOU ARE TO LEARN HOW TO PRONOUNCE AND DEFINE FIVE NEW WORDS.

WORD GUIDE

SKILL BUILDERS - WORDS TO INCREASE YOUR KNOWLEDGE OF MEDICAL TERMINOLOGY.

JOB STEPS

1. COLLECT YOUR MATERIALS.

2. EACH WEEK, COPY THE FIVE "SKILL BUILDERS" FROM THE VOCABULARY LIST ON THE BLACKBOARD.

3. USE THE MEDICAL DICTIONARY TO LOOK UP THE DEFINITION FOR EACH WORD.

4. LEARN THE DEFINITION OF EACH WORD.

5. LOOK UP THE PRONUNCIATION OF EACH WORD.

6. LEARN THE PRONUNCIATION OF EACH WORD.

7. ASK YOUR INSTRUCTOR FOR HELP WHEN NEEDED.

8. (EVERY 9 WEEKS) TAKE A QUIZ OVER THE WORDS.

medical assistant

unit: SKILL BUILDING

capital area career center

module: 4401 15 003 7 date: 5/75 level: III

skill title: CLINICAL EXPERIENCE - RELATED OCCUPATIONAL

developed & written by: BEVERLY VARNEY

visuals by:

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

HOW TO BE AWARE OF OCCUPATIONS IN RELATED HEALTH AREAS, SUCH AS THE RED CROSS BLOOD DONOR CLINIC, THE FAMILY PLANNING CLINIC, MICHIGAN DEPARTMENT OF PUBLIC HEALTH, PROFESSIONAL MANAGEMENT, ETC.

IN ORDER TO DO THIS YOU WILL NEED:

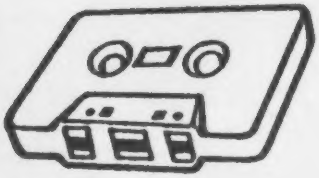
FIELD TRIPS OR WORK EXPLORATION IN RELATED HEALTH OCCUPATIONS EQUAL TO 7.5 HOURS CLASS WORK.

A CLASS TAUGHT BY AN OUTSIDE INSTRUCTOR, SUCH AS CPR, EQUAL TO 5 HOURS.

WE WILL KNOW YOU CAN DO IT WHEN:

1. YOU SHOW YOU HAVE A BASIC AWARENESS OF THE RELATED OCCUPATIONS BY FILLING OUT THE WORK OBSERVATION FORM PROVIDED BY YOUR INSTRUCTOR.

2. YOU SATISFACTORILY DEMONSTRATE SKILL IN THE CLASS TAUGHT BY THE OUTSIDE INSTRUCTOR.



A TAPE OF THIS MODULE IS AVAILABLE.

WORD GUIDE

CARDIOPULMONARY RESUSCITATION - MOUTH TO MOUTH BREATHING AND CLOSED HEART MASSAGE.

INFORMATION

YOU ARE GOING TO BE VISITING SOME RELATED HEALTH OCCUPATIONS AND LEARNING ABOUT CARDIOPULMONARY RESUSCITATION.

THE FOLLOWING READING WILL PROVIDE ON THE ANATOMY AND PHYSIOLOGY OF THE HEART:

BASIC HUMAN ANATOMY AND PHYSIOLOGY, "THE HEART", PAGE 104-106.

JOB STEPS

PART I

1. COLLECT YOUR MATERIALS.

2. WHEN YOU ARE ASSIGNED TO A FIELD TRIP, GET AN EVALUATION FORM FROM YOUR INSTRUCTOR. BEFORE THE FIELD TRIP, READ THE FORM.

3. TAKE THE FORM WITH YOU ON THE FIELD TRIP AND TAKE DOWN NOTES.

4. WHEN IT IS COMPLETED, HAND THE FORM IN TO YOUR INSTRUCTOR.

WORD GUIDE

CPR - AN ABBREVIATION FOR CARDIOPULMONARY RESUSCITATION

JOB STEPS

PART II

1. READ THE MATERIAL LISTED IN THE INFORMATION SECTION OF THIS MODULE.
2. LISTEN TO THE GUEST INSTRUCTOR AND/OR FILMS, ETC.
3. PRACTICE CPR.
4. DEMONSTRATE CPR.
5. ASK THE INSTRUCTOR TO EVALUATE YOU.
6. EACH TIME YOU COMPLETE ONE PART OF THIS MODULE, BE SURE YOU ARE GIVEN CREDIT FOR THE CORRECT NUMBER OF HOURS.

medical assistant

unit: SKILL BUILDING

capital area career center

module: 4401 15 004 7 date: 9/77 level: IV

skill title: CLINICAL EXPERIENCE - STUDENT MANAGER

developed & written by:

visuals by:

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

HOW TO ACCURATELY COORDINATE MANY OF THE SKILLS YOU HAVE LEARNED AND TO KEEP COOL IN SPITE OF CONSTANT PRESSURE AND INTERRUPTIONS.

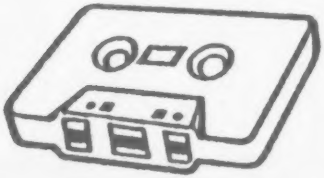
AND IN ORDER TO DO THIS YOU WILL NEED:

LIST OF STUDENT MANAGER DUTIES

A ONE WEEK ASSIGNMENT (TWICE - 25 HOURS TOTAL)

WE WILL KNOW YOU CAN DO IT WHEN:

1. YOU STEADILY WORK AT YOUR TASKS.
2. YOU CAN ACCURATELY FILE.
3. YOU ACCURATELY RECORD ATTENDANCE.
4. YOU SECURE ALL EQUIPMENT AT THE END OF CLASS.
5. YOU SEE TO IT THAT THE CLINIC IS ALWAYS READY TO USE.
6. YOU SUCCESSFULLY COMPLETE THE CLERICAL DUTIES TO MEET THE SATISFACTION OF THE INSTRUCTOR.
7. YOU CLEARLY STATE WHAT IS TO BE DONE WITH ANY UNFINISHED WORK FOR THE OTHER (AM OR PM) STUDENT MANAGER.



A TAPE OF THIS MODULE IS AVAILABLE.

INFORMATION

THE STUDENT MANAGER TASKS LISTS THE DUTIES REQUIRED OF THE STUDENT MANAGER:

1. PICK UP ATTENDANCE SLIP AT STUDENT SERVICES.
2. TAKE ATTENDANCE.
3. RETURN ATTENDANCE SLIP TO STUDENT SERVICES.
4. PASS WEEKLY SCHEDULES, CORRECTED PAPER, ETC. TO OTHER STUDENTS.
5. GIVE MODS OUT TO OTHER STUDENTS AS REQUESTED.
6. GIVE REFERENCE MATERIALS OUT TO OTHER STUDENTS AS REQUESTED.
7. FILE MODS AND REFERENCE MATERIALS FROM THE PREVIOUS CLASS.
8. ANSWER THE M.A. PHONE (MEDICAL ASSISTANT, NAME).

INFORMATION

9. MAKE OUT PASSES FOR THE NEXT DAYS SCHEDULE AND POST SCHEDULES AND PASSES ON BULLETIN BOARD.

10. DO SPECIAL ASSIGNMENTS FROM YOUR INSTURCTOR.

11. IF YOU HAVE NO SPECIAL ASSIGNMENTS, USE THE PEG BOARD TO "CHARGE" MODULES AND "RECEIPT" PAYMENT FOR RETURNED MODULES.

12. SECURE ALL EQUIPMENT AT THE END OF CLASS.

13. WHEN NECESSARY, WASH THE BLACKBOARD.

JOB STEPS

1. COLLECT YOUR MATERIALS.

2. READ THE STUDENT MANAGER TASKS LISTED IN THE INFORMATION SECTION OF THIS MODULE.

3. ASK YOUR INSTRUCTOR ANY QUESTIONS YOU HAVE REGARDING THE TASKS.

4. ASK YOUR INSTRUCTOR FOR ANY SPECIAL ASSIGNMENTS.

5. AT THE END OF EACH WEEK, MAKE CERTAIN YOU HAVE BEEN GIVEN CREDIT FOR THE CORRECT NUMBER OF HOURS.

medical assistant

unit: MEDICAL ASSISTANT

capital area career center

module: 4401 15 005 7 **date:** 5/77 **level:** IV

skill title: CLINICAL EXPERIENCE - PHYSICIAN'S OFFICE OR RELATED AREA

developed & written by: BEVERLY VARNEY

visuals by:

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

HOW TO TEST YOUR SKILLS DURING A WORK EXPERIENCE.

AND IN ORDER TO DO THIS YOU WILL NEED:

A FOUR WEEK ASSIGNMENT IN A PHYSICIAN'S OFFICE OR ANOTHER RELATED HEALTH AREA.

WE WILL KNOW YOU CAN DO IT WHEN:

YOU DO YOUR WORK SO THAT THE PERSON WHO SUPERVISES YOUR WORK EXPERIENCE GIVES YOU A SATISFACTORY WRITTEN EVALUATION.

A TAPE OF THIS MODULE IS AVAILABLE.

JOB STEPS

SOME TIPS FOR A SUCCESSFUL WORK EXPERIENCE:

1. DURING YOUR INTERVIEW CHECK TO SEE WHAT KINDS OF TASKS YOU ARE INDEPENDENTLY ALLOWED TO PERFORM AND WHICH ONES YOU MUST WAIT FOR SUPERVISION BEFORE DOING. TAKE THE INITIATIVE IN DOING THOSE TASKS WHICH YOU ARE INDEPENDENTLY ALLOWED TO DO.
2. REMEMBER, THE MOST IMPORTANT PERSON IS THE PATIENT.
3. REMEMBER THAT PEOPLE ON THE JOB WILL BE EVALUATING YOUR PERFORMANCE. REVIEW ANY MODS YOU FEEL NECESSARY BEFORE YOU BEGIN WORK.

READ THE FOLLOWING MATERIAL:

WINNING WAYS WITH PATIENTS, FOUND IN THE FILE IN CLASSROOM "REFERENCE TO 4401 15 005 7".

WORD GUIDE

RESUME' - A SUMMARY OF YOUR OCCUPATIONAL SKILLS AND PERSONAL QUALIFICATIONS.

JOB STEPS

1. COLLECT YOUR MATERIALS.

   NOTE: WHEN YOU ARE READY FOR WORK EXPERIENCE, YOUR INSTRUCTOR WILL MAKE OUT A REQUEST FOR WORK EXPERIENCE FORM AND SEND IT TO STUDENT SERVICES.

2. YOU ARE RESPONSIBLE FOR YOUR TRANSPORTATION.

3. YOU ARE RESPONSIBLE FOR YOUR UNIFORM.

4. YOU ARE RESPONSIBLE FOR YOUR RESUME'

   NOTE: YOUR WORK PLACEMENT COORDINATOR AT CACC WILL DISCUSS WORK EXPERIENCE, WITH YOU AND EXPLAIN YOUR DUTIES.

TURN PAGE →

JOB STEPS

5. IF YOU HAVE ANY QUESTIONS OR PROBLEMS CONCERNING YOUR WORK EXPERIENCE, CALL YOUR WORK EXPERIENCE COORDINATOR OR YOUR INSTRUCTOR.

6. WHEN YOU RETURN FROM WORK EXPERIENCE, CHECK IN AT STUDENT SERVICES.

medical assistant

unit: SKILL BUILDING

capital area career center

module: 4401 15 006 7 **date:** 5/77 **level:** I

skill title: SPELLING SKILL BUILDING

developed & written by: BEVERLY VARNEY

visuals by:

WORD GUIDE

MEDICAL TERMINOLOGY - WORDS USED BY HEALTH CARE PEOPLE.

GENERAL TERMINOLOGY - WORDS USED BY ANYONE.

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

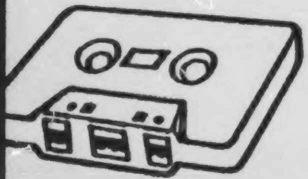
HOW TO INCREASE YOUR SPELLING SKILLS.

AND IN ORDER TO DO THIS YOU WILL NEED:

MEDICAL AND GENERAL TERMINOLOGY WHICH YOU WILL BE TESTED ON EVERY NINE (9) WEEKS.

WE WILL KNOW YOU CAN DO IT WHEN:

YOU CAN CORRECTLY SPELL AT LEAST 85% OF THE WORDS.



A TAPE OF THIS MODULE IS AVAILABLE.

INFORMATION

AN EMPLOYER EXPECTS YOU TO BE ABLE TO ACCURATELY SPELL WORDS.

DURING THE NINE WEEKS YOU WILL BE GIVEN SKILL BUILDING WORDS. KEEP A LIST OF THESE WORDS AND USE "WAITING" PERIODS TO STUDY THEM.

JOB STEPS

1. COLLECT YOUR MATERIALS.

2. COPY THE FIVE (5) WORDS YOU ARE GIVEN EACH WEEK.

3. STUDY THE WORDS. WORK WITH A CLASSMATE UNTIL YOU ARE SURE YOU CAN SPELL THEM. USE THESE EXTRA MINUTES IN CLASS TO STUDY, WHILE YOU ARE WAITING FOR YOUR INSTRUCTOR AND/OR A PIECE OF EQUIPMENT.

4. EVERY NINE WEEKS, COMPLETE THE LIST GIVEN TO YOU BY YOUR INSTRUCTOR.

5. IF YOU PASS WITH AN 85% OR HIGHER SCORE, BE SURE YOUR INSTRUCTOR GIVES YOU CREDIT FOR THAT SEGMENT OF THIS MODULE.

medical assistant

unit: BOOKKEEPING

capital area career center

module: 4401 16 002 7 **date:** 9/77 **level:** III

skill title: HOW TO PREPARE STATEMENTS FOR MAILING TO PATIENTS WITH OVERDUE ACCOUNTS

developed & written by: BEVERLY VARNEY

visuals by: SANDRA GASTOMSKI

WORD GUIDE

→

STATEMENT - BILL

OVERDUE - MONEY OWED FOR MO
THAN 30 DAYS.

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

HOW TO PREPARE STATEMENTS FOR MAILING TO PATIENTS WITH OVERDUE ACCOUNTS.

IN ORDER TO DO THIS YOU WILL NEED:

STATEMENTS
TYPEWRITER
LEDGER CARDS WITH ACCOUNTS 30 OR MORE DAYS OVERDUE

WE WILL KNOW YOU CAN DO IT WHEN:

1. YOU TYPE THE STATEMENT USING THE CORRECT ADDRESS FORM, NAME AND BALANCE DUE.

2. YOU WRITE A NOTE TO THE PATIENT CONCERNING THE BALANCE DUE.

A TAPE OF THIS MODULE IS AVAILABLE.

INFORMATION

THE FOLLOWING REFERENCES PROVIDES YOU WITH NECESSARY INFORMATION:

MEDICAL OFFICE PROCEDURES, BREDOW, "BILLS, PAGES 112-118.

SECRETARY'S PORTFOLIO OF LETTERS, PARKER PUBLISHING COMPANY, CHAPTER 1, A, B, C, D. FILE FOLDER 16-2 - CLASSROOM FILE.

YOUR ROLES AS A MEDICAL ASSISTANT, HARDY AND MARTIN, CHAPTERS 10 AND 12.

COLLECTING MONEY FROM PATIENTS WITH UNPAID ACCOUNTS IS A BIG JOB. THE PRACTICE OF MEDICINE IS A HUMANITARIAN, SERVICE-TYPE PROFESSTION. IT IS ALSO A BUSINESS WHICH MUST PAY RENT, UTILITIES, SALARIES, AND OTHER EXPENSES. COLLECTIONS ARE IMPORTANT.

INFORMATION

LOOK AT THE ACCOUNT CARD BELOW:

Doe, Johnathan x Same 1
1710 South Division
Williamston, MI 48888
Travlers
G 26 7923 0684 H,J. Heinz Co.
None None

19 77		SERVICE RENDERED	STATEMENTS	CHARGE	PAYMENT	BALANCE
2-4	77	John, Jr - OC	2/28/77	13 00	—	13 00
3-6	77	Mrs. - OC, L		14 00	—	27 00
3-12	77	Mrs - OC, L		14 00	5 00	36 00
3-20	77	Mrs - OC	3/30/77	11 00	—	47 00
6-17	77	Johnathan - OC - I	4/30/77	18 00	—	65 00
6-19	77	Johnathan - OC - L	5/30/77 6/30/77	17 00	—	82 00
7-2	77	Paid (ck)		—	25 00	57 00

INFORMATION

YOU CAN SEE THAT MR. DOE HAS BEEN LETTING HIS BALANCE BUILD UP OVER A FOUR MONTH PERIOD. HE MADE ONLY ONE SMALL PAYMENT. ONE CORRECT WAY TO BILL THIS ACCOUNT WOULD BE THE FOLLOWING:

2/28/77 - JUST STATE THE BALANCE DUE.

3/30/77 - JUST STATE THE BALANCE DUE.

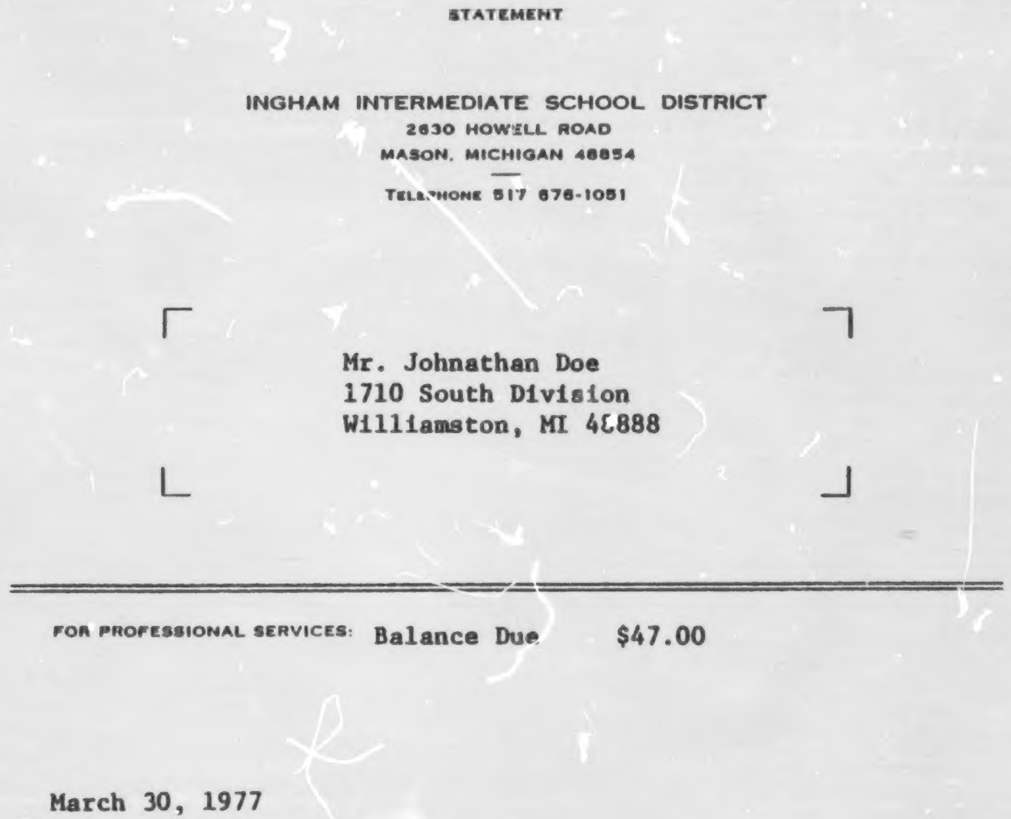
4/30/77 - STATE THE BALANCE DUE AND WRITE "MAY WE PLEASE HEAR FROM YOU SOON."

5/30/77 - STATE THE BALANCE DUE AND WRITE "MAY WE PLEASE RECEIVE A PAYMENT OR HEAR FROM YOU REGARDING YOUR BILL BEFORE JUNE 15.

6/30/77 - STATE THE BALANCE AND WRITE "WE HAVE NOT RECEIVED PAYMENT NOR HEARD FROM YOU ABOUT YOUR BILL. IF WE DO NOT HEAR FROM YOU BY JULY 10, WE WILL BE FORCED TO CONTACT A COLLECTION AGENCY."

INFORMATION

LOOK AT THE SAMPLES BELOW:



STATEMENT

INGHAM INTERMEDIATE SCHOOL DISTRICT
2630 HOWELL ROAD
MASON, MICHIGAN 48854

TELEPHONE 517 676-1051

Mr. Johnathan Doe
1710 South Division
Williamston, MI 48888

FOR PROFESSIONAL SERVICES: Balance Due $47.00

March 30, 1977

6-2

INFORMATION

WHEN YOU RECEIVE PAYMENT, BE SURE TO ACKNOWLEDGE IT.

STATEMENT

INGHAM INTERMEDIATE SCHOOL DISTRICT
2630 HOWELL ROAD
MASON, MICHIGAN 48854
——
TELEPHONE 517 676-1051

Mr. Johnathan Doe
1710 South Division
Williamston, MI 48888

FOR PROFESSIONAL SERVICES:

Balance Due $ 47.00

Dear Mr. Doe:

May we please hear from you soon regarding your unpaid balance?

Sincerely,,

Mary Jones
Medical Assistant to Dr. Crow

April 30, 1977

INFORMATION

IT IS IMPORTANT TO LOOK OVER THE PATIENT'S PAYMENT RECORD IN ORDER TO GET AN IDEA OF THEIR PAYMENT "HISTORY". IF THEY HAVE ALWAYS PAID THEIR BILLS AND SUDDENLY BEGIN TO SLACK OFF WITH THEIR PAYMENTS, YOU MAY WANT TO CONTACT THEM BY PHONE.

THERE MAY BE SOME FINANCIAL PROBLEM. YOU PROBABLY WILL NOT "GET TOUGH" WITH A PERSON WHO HAS ALWAYS PAID THEIR BILLS. YOU SHOULD BE FIRMER WITH A PATIENT WHO HAS A "HISTORY" OF NON PAYMENT.

JOB STEPS

1. GET THE ACCOUNT CARDS FROM THE FILE AND COLLECT THE REST OF YOUR MATERIALS.

2. LOOK AT THE LAST DATE IN THE "STATEMENTS" COLUMN. PRETEND IT IS ONE MONTH LATER THAN THAT DATE. SEND A STATEMENT TO THE PATIENT. STATEMENTS ARE USUALLY SENT MONTHLY.

3. ASK YOURSELF THESE QUESTIONS:

   WHEN WAS THE LAST PAYMENT MADE?
   HOW MUCH MONEY IS OWED?
   HOW LONG HAS IT BEEN OWED?
   HAS THIS PATIENT USUALLY PAID?
   HAS THIS PATIENT ALWAYS BEEN DIFFICULT TO COLLECT FROM?

4. LOOK AT THE SAMPLE LETTERS IN THE MEDICAL OFFICE PROCEDURES REFERENCE AND IN SECRETARY'S PORTFOLIO OF LETTERS. IF A LETTER IS NECESSARY, CHOOSE ONE WHICH FITS THE SITUATION.

TURN PAGE

JOB STEPS

5. CHECK YOUR CHOICES WITH YOUR INSTRUCTOR.

6. GET THREE STATEMENTS AND TYPE THE STATEMENTS READY FOR MAILING.

7. HAVE YOUR INSTRUCTOR CHECK YOUR WORK.

8. BE READY TO ANSWER THE FOLLOWING POINTS:
   A. NAME FIVE THINGS YOU NEED TO CONSIDER BEFORE BILLING A PATIENT.
   B. HOW OFTEN WILL YOU SEND STATEMENTS?

medical assistant

unit: BOOKKEEPING

capital area career center

module: 4401 16 004 7 date: 6/77 level: III

skill title: HOW TO SCHEDULE A PATIENT'S APPOINTMENT

developed & written by: BEVERLY VARNEY

visuals by: SANDRA GOSTOMSKI

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

HOW TO SCHEDULE A PATIENT'S APPOINTMENT.

IN ORDER TO DO THIS YOU WILL NEED:

APPOINTMENT BOOK PAGE
PENCIL
A SET OF APPOINTMENTS TO RECORD

WE WILL KNOW YOU CAN DO IT WHEN:

1. YOU HAVE ALLOWED ENOUGH TIME FOR THE DOCTOR TO SEE EACH PATIENT.
2. YOU HAVE CROSSED OUT AREAS IN THE BOOK WHERE PATIENTS SHOULD NOT BE SCHEDULED.

YOU CAN DO IT WHEN:

3. YOU WRITE CLEAN ENOUGH SO OTHER PEOPLE ARE ABLE TO READ YOUR WRITING.

4. YOU HAVE USED A PENCIL TO RECORD THE APPOINTMENTS.

A TAPE OF THIS MODULE IS AVAILABLE.

INFORMATION

THE FOLLOWING INFORMATION TELLS YOU ABOUT DIFFERENT APPOINTMENT BOOKS AND PROCEDURES. MEDICAL OFFICE PROCEDURES, BREDOW, PAGE 31 TO "HOUSE VISITS" ON PAGE 41.

THE FOLLOWING QUESTIONS SHOULD BE ASKED OF A PATIENT WHEN THEY CALL FOR AN APPOINTMENT.

1. ASK THE CALLER'S NAME. WRITE THE NAME ON YOUR SCRATCH PAD.
2. ASK WHAT THE APPOINTMENT IS FOR. WRITE THE BASIC INFORMATION THE CALLER GIVES YOU ON THE SCRATCH PAD.
3. ASK WHO THE APPOINTMENT IS FOR AND IF APPROPRIATE, ASK HOW MANY FAMILY MEMBERS THE APPOINTMENT IS FOR. IF THE NAMES ARE DIFFERENT FROM THE CALLER, WRITE THIS ON YOUR SCRATCH PAD.
4. ASK IF THE CALLER IS A NEW PATIENT. WRITE THIS ON YOUR SCRATCH PAD.

INFORMATION

5. FROM THIS INFORMATION, ESTIMATE HOW LONG THE APPOINTMENT WILL TAKE. WRITE THIS ON YOUR SCRATCH PAD. MOST DOCTORS SCHEDULE ONE PATIENT FOR EACH 15 MINUTES, UNLESS IT IS FOR A DETAILED EXAMINATION.

6. DETERMINE THE URGENCY OF THE APPOINTMENT BY CONSIDERING THE FOLLOWING FACTORS.

   A. THE DURATION OF THE SICKNESS (HOW URGENT IS IT FOR THE PATIENT TO SEE THE DOCTOR).

   B. IS AN ACCIDENT INVOLVED (IS THIS AN EMERGENCY?)?

   C. IS IT A NEW PATIENT (NEW PATIENT'S REQUIRE MORE TIME)?

   D. IS OFFICE SURGERY LIKELY TO BE REQUIRED (SURGERY REQUIRES A LONGER TIME)

   E. IS IT A POST-HOSPITAL VISIT (WILL YOU NEED SPECIAL INSTRUMENTS?)?

INFORMATION

6. F. IS IT FOR A PARTIAL OR COMPLETE PHYSICAL (COMPLETE PHYSICALS TAKE LONGER)?

   G. IS IT FOR CONSULTATION ABOUT PERSONAL PROBLEMS (OFTEN REQUIRES 1/2 TO 1 HOUR)?

   H. IS THERE LAB WORK INVOLVED (ALLOW YOURSELF TIME FOR THIS)?

   I. HOW LONG WILL IT TAKE TO PREPARE FOR THE PATIENT TO SEE THE DOCTOR (WILL YOU HAVE TIME TO DO THIS?)?

7. WHEN YOU HAVE DETERMINED THE URGENCY OF THE APPOINTMENT AND THE LENGTH OF TIME REQUIRED, LOOK THROUGH YOUR APPOINTMENT BOOK.

8. FIND THE EARLIEST DATE AND TIME AVAILABLE. YOU WILL NEED TO ESTIMATE THE TIME REQUIRED FOR THE APPOINTMENT.

INFORMATION

9. TELL THE CALLER THE DATE AND THE HOUR YOU HAVE AVAILABLE FOR THE APPOINTMENT.

10. ASK THE CALLER IF THIS TIME IS CONVENIENT.

11. IF THE CALLER AGREES TO THE APPOINTMENT TIME, WRITE THE PATIENT'S NAME AND THE PURPOSE FOR THE APPOINTMENT IN THE APPOINTMENT BOOK IN THE APROPRIATE PLACE.

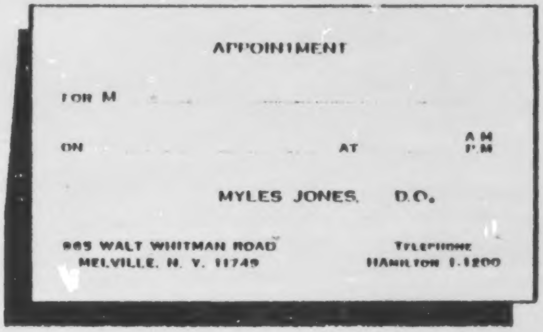
12. FOR NEW PATIENTS, ALSO WRITE THE PHONE NUMBER.

13. REPEAT TO THE PATIENT THE PURPOSE AND TIME OF THE APPOINTMENT.

14. POLITELY BREAK OFF THE CALL AND PUT DOWN THE RECEIVER.

INFORMATION

WHEN PATIENTS ARE IN THE OFFICE AND THE DOCTOR WANTS THEM TO RETURN FOR ANOTHER VISIT, THE DOCTOR WILL TELL YOU THE TIME (TWO WEEKS, ONE MONTH, ETC.) FOR THEM TO RETURN. YOU SHOULD CHECK THE APPOINTMENT PAGES NEAR THAT DATE AND SET A CONVENIENT TIME FOR THE VISIT. WRITE THE APPOINTMENT IN THE BOOK AND GIVE THE PATIENT AN APPOINTMENT CARD.



APPOINTMENT

FOR M

ON AT A.M. P.M.

MYLES JONES, D.O.

965 WALT WHITMAN ROAD
MELVILLE, N. Y. 11749

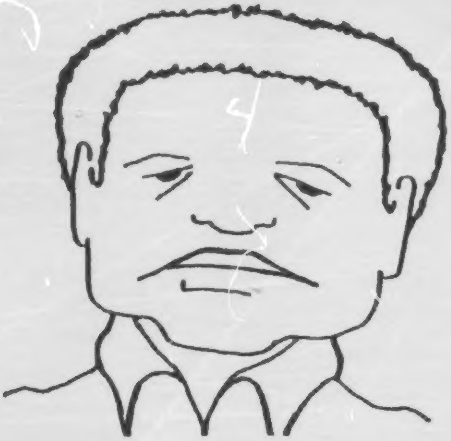
TELEPHONE
HAMILTON 1-1200

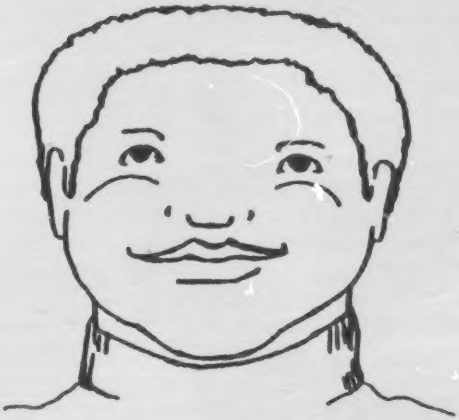
THE FOLLOWING REFERENCE PROVIDES YOU WITH INFORMATION ON HOW TO PLAN YOUR TIME WITH PATIENT APPOINTMENTS.

CHAPTER 7 OF YOUR ROLES AS A MEDICAL ASSISTANT, BY HARDY AND MARTIN.

INFORMATION

DOCTORS ARE RARELY ON TIME WITH THEIR APPOINTMENTS. MANY TIMES, A DOCTOR WILL HAVE AN EMERGENCY CASE, OR A PATIENT TOOK LONGER THAN YOU ESTIMATED, OR THE DOCTOR SPENT MORE TIME AT THE HOSPITAL THAN WAS EXPECTED. FREQUENTLY, PATIENTS WILL COMPLAIN TO THE MEDICAL ASSISTANT ABOUT THIS. THEY RARELY COMPLAIN TO THE DOCTOR. IF YOU CAN ANSWER THEIR COMPLAINT WITH A FRIENDLY, SYMPATHETIC MANNER, YOU WILL GET "GOOD GRADES" FROM YOUR EMPLOYER AND THE PATIENTS.





WHICH MEDICAL ASSISTANT WOULD YOU LIKE BEST IF YOU WERE A PATIENT?

WORD GUIDE

D & C - ABBREVIATION FOR DILATATION AND CURETTAGE (OF THE CERVIX AND UTERUS).

HYSTEROPEXY - PERMANENT FIXATION OF THE UTERUS.

O. B. - ABBREVIATION USED FOR PREGNANCY, FROM OBSTETRICS.

SUTURES - STITCHES

JOB STEPS

1. GATHER YOUR EQUIPMENT.
2. WRITE THE FOLLOWING INFORMATION ON AN APPOINTMENT BOOK PAGE. THERE WILL BE SIX COLUMNS (ONE FOR EACH DAY) ON THE PAGE. WRITE IN THE DATES AT THE TOP: MONDAY, DECEMBER 17, SATURDAY, DECEMBER 22.

JOB STEPS

NOTE: ALWAYS USE PENCIL SO YOU CAN CHANGE APPOINTMENTS IF NECESSARY.

THE LUNCH HOURS ARE 9 - 12 A. M. AND 2 - 5 P. M. 12:00 - 2:00 IS LUNCH TIME.

DEC. 17 SPARROW HOSP., MARGARET SWENSON, D & C, 10 A. M. (ALLOW 30 MINUTES)
10:30 A.M. - SPARROW HOSP., - LOUISE PAYNE - HYSTEROPEXY AND VAGINAL REPAIR (ALLOW 2 HOURS)

DEC. 18 2 P. M. SHIRLEY LAMBERT - ROUTINE O. B.
2:15 MARCIL WALTER - ROUTINE O. B.
2:30 SONIA KAPLAN - ROUTINE O. B.
2:45 JANICE CONNER - POST-SURGERY CHECK; REMOVE SUTURES
3 P. M. MARY LOEB - ROUTINE O. B.
3:15 HELEN BURROWS - NEW PATIENT, COMPLETE WORK-UP PHONE: 372-4894

WORD GUIDE

ABD - ABBREVIATION FOR ABDOMEN

INFERTILITY - INABILITY TO CONCEIVE A CHILD

SALES REP. - SALESMAN

HYSTERECTOMY - REMOVAL OF THE UTERUS

I. U. D. - CONTRACEPTIVE - INTRAUTERINE DEVICE

JOB STEPS

4 P. M. KEN HANDY - PROFESSIONAL MANAGEMENT, BUSINESS CONSULTATION

6:30 - MEDICAL STAFF DINNER MEETING AT INGHAM MEDICAL HOSPITAL.

DEC. 19 8 A. M. TO 12:00 - TEACHING ROUNDS WITH MSU MEDICAL SCHOOL STUDENTS

2 P. M. HOPE BEALS - ABDOMINAL PAIN, COMPLETE PHYSICAL

JOB STEPS

2:45 IRMA STERN - ROUTINE O. B.

4 P. M. MRYTLE FIELD - DRESSING CHANGE

DEC. 20 DOCTOR'S DAY OFF

DEC. 21 10 A. M. SHEILA MCMANUS - NEW PATIENT, PREGNANCY COUNSELING PHONE: 626-4777

11 A. M. ELIZABETH GORDON - REFERRAL FROM DR. KLOTZ, INFERTILITY PROBLEM

2 P. M. SAVE ONE HOUR FOR DICTATION OF LETTERS AND DOING INSURANCE FORMS

3 P. M. DAVID OLSON - CENCO CORP. SALES REP.

3:15 JOHN NEWCOMB - SEARLE CO. SALES REP.

3:30 MS. VARNEY - CAPITAL AREA CAREER CENTER RE: MEDICAL ASSISTANT PROGRAM

JOB STEPS

3:45 JANE WALTERS - POST HYSTERECTOMY CHECK
4:00 CONNIE RATHER - INSERT I. U. D.

DEC. 22 8 - 10 A. M. TEACHING ROUNDS AT SPARROW WITH MSU STUDENTS

3. ANSWER THE FOLLOWING QUESTIONS AND BE PREPARED TO DISCUSS THEM WITH YOUR INSTRUCTOR.

A. ON DECEMBER 21, WHY WASN'T ELIZABETH GORDON SCHEDULED AT 10:15 A. M.?

B. A PATIENT CALLED AT 2:00, DECEMBER 21, WITH HEAVY VAGINAL BLEEDING AND THE DOCTOR WISHES TO SEE HER THAT DAY. WHAT WOULD BE THE BEST TIME TO SCHEDULE HER?

C. ON DECEMBER 18, MRS. KAPLAN CALLS TO SAY HER CAR WON'T START AND ASKS YOU TO RESCHEDULE HER APPOINTMENT. WHEN WOULD YOU GIVE HER A NEW ONE?

TURN PAGE →

JOB STEPS

NAME NINE POINTS YOU NEED TO ASK YOURSELF OR THE PATIENT IN ORDER TO SCHEDULE AN APPOINTMENT.

4. CHECK YOUR WORK WITH YOUR INSTRUCTOR.

5. SAVE YOUR APPOINTMENT BOOK PAGE. YOU WILL NEED IT FOR MODULE 4401 16 005 7.

6. PUT AWAY ALL MATERIALS.

medical assistant

unit: BOOKKEEPING

capital area career center

module: 4401 16 005 7 date: 6/77 level: III

skill title: HOW TO CHANGE PATIENT APPOINTMENTS

developed & written by: BEVERLY VARNEY

visuals by:

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

HOW TO CHANGE A PATIENT'S APPOINTMENT.

IN ORDER TO DO THIS YOU WILL NEED:

APPOINTMENT BOOK
PENCIL
TELEPHONE
APPOINTMENT
APPOINTMENT BOOK YOU USED IN MOD 4401 16 004

WE WILL KNOW YOU CAN DO IT WHEN:

1. YOU INFORM THE PATIENT SO HE/SHE UNDERSTANDS THE REASON FOR CANCELLATION.
2. YOU GIVE THE PATIENT AN APPOINTMENT AS SOON AS POSSIBLE, AT THEIR CONVENIENCE.
3. YOU HAVE LINED OUT THE CANCELLED APPOINTMENT AND INITIALED IT.
4. YOU HAVE RECORDED THE NEW APPOINTMENT.

A TAPE OF THIS MODULE IS AVAILABLE.

INFORMATION

THERE ARE SEVERAL REASONS WHY YOU MAY NEED TO CHANGE A PATIENT'S APPOINTMENT:

A. THE PATIENT MAY REQUEST A CHANGE.

B. THE DOCTOR MAY BE CALLED OUT OF THE OFFICE FOR AN EMERGENCY.

C. THE APPOINTMENT MAY HAVE BEEN SCHEDULED FAR IN ADVANCE AND THE DOCTOR HAS SINCE SCHEDULED A DAY OFF OR A VACATION.

IF YOU MUST CANCEL AN APPOINTMENT, IT WILL BE NECESSARY FOR YOU TO CALL THE PATIENT, EXPLAIN WHAT HAS HAPPENED, AND THEN SCHEDULE A NEW APPOINTMENT.

THE FOLLOWING SITUATION PROVIDES A SAMPLE CONVERSATION BETWEEN THE MEDICAL ASSISTANT AND PATIENT:

INFORMATION

PATIENT: HELLO

M. A.: THIS IS KIM FROM DR. DUNN'S OFFICE. IS MRS. OLIVER THERE?

PATIENT: THIS IS MRS. OLIVER.

M. A.: MRS. OLIVER, WE HAVE YOU SCHEDULED FOR AN APPOINTMENT ON OCTOBER 20 AT 3:00 P. M. THE DOCTOR WILL BE OUT OF TOWN THAT DAY. I'D LIKE TO SCHEDULE ANOTHER TIME FOR YOU.

PATIENT: MAY I HAVE IT AT THE SAME TIME?

M. A.: SURE, HOW WILL OCTOBER 24 AT 3:00 P. M. BE?

PATIENT: THAT WILL BE FINE.

M. A.: THANK YOU VERY MUCH. WE'LL SEE YOU AT 3:00 ON THE 24TH. GOODBYE.

PATIENT: GOODBYE.

INFORMATION

PATIENT: HELLO

M. A.: THIS IS KIM FROM DR. DUNN'S OFFICE. IS MRS. OLIVER THERE?

PATIENT: THIS IS MRS. OLIVER.

M. A.: MRS. OLIVER, DR. DUNN WAS JUST CALLED TO THE HOSPITAL FOR AN EMERGENCY. MAY I CHANGE YOUR APPOINTMENT FROM 3:00 P. M TODAY TO 3:00 P. M. ON FRIDAY?

PATIENT: I CAN'T COME ON FRIDAY.

M. A.: WELL--HOW ABOUT MONDAY?

PATIENT: O. K.

M. A.: WILL 1:00 P. M. BE ALRIGHT?

PATIENT: YES.

M. A.: THANKS FOR CHANGING. SORRY WE HAD TO INCONVENIENCE YOU. SEE YOU AT 1:00 P. M. MONDAY. GOODBYE.

WORD GUIDE

LABOR - THE BODY PROCESS WHICH COMES BEFORE THE BIRTH PROCESS

DELIVERY - THE PROCEDURE USED AT THE BIRTH OF A BABY

JOB STEPS

1. USE THE APPOINTMENT BOOK PAGE FROM MODULE 4401 16 004 7.

2. LOOK AT THE DECEMBER 19 COLUMN.

3. AT 2:15 P. M. ON DECEMBER 19, THE HOSPITAL CALLS TO SAY A PATIENT IS IN LABOR AND THE DOCTOR LEAVES FOR THE DELIVERY. IT WILL TAKE HIM 1 1/2 HOURS TO GO TO THE HOSPITAL, DELIVER THE BABY, AND RETURN. CHOOSE WHICH APPOINTMENTS YOU MUST CHANGE.

4. WITH A CLASSMATE, PRACTICE THE PHONE CALLS TO THE PATIENTS.

JOB STEPS

5. WRITE THE NEW APPOINTMENTS ON THE APPOINTMENT PAGE.

6. CROSS OUT THE CHANGED APPOINTMENTS.

7. HAVE YOUR INSTRUCTOR CHECK YOUR WORK. IF THE PATIENT CALLS AND ASKS TO CHANGE THE APPOINTMENT TO A NEW DATE, WRITE IN THE NEW APPOINTMENT AND ERASE THE OLD ONE, SO YOU ARE ABLE TO WRITE IN SOMEONE ELSE. MAKE A NOTATION ON THE PATIENT'S RECORD (SEE ILLUSTRATION).

8. WITH YOUR INSTRUCTOR, PLAY A SITUATION OVER THE PHONE.

medical assistant

unit: BOOKKEEPING

capital area career center

module: 4401 16 006 7 date: 6/77 level: II

skill title: HOW TO USE A DAY-BOOK, CHARGE SLIPS, RECEIPTS, ACCOUNT CARDS, AND STATEMENTS FOR PATIENT'S ACCOUNTS

developed & written by: BEVERLY VARNEY

visuals by:

WORD GUIDE

RECEIPT - A PRINTED FORM TO GIVE YOU AND THE PERSON WHO PAYS YOU, A RECORD OF THE AMOUNT PAID.

ACCOUNT CARD - A FILE CARD MADE ESPECIALLY TO KEEP TRACK OF CHARGES AND PAYMENTS.

STATEMENT - A PRINTED FORM TO SEND AS A BILL.

CHARGE SLIP - A PRINTED FORM TO AID IN KEEPING TRACK OF CHARGES TO THE PATIENT.

DAYBOOK - A BOOK DESIGNED TO KEEP TRACK OF DAILY BUSINESS IN THE OFFICE.

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

1. HOW TO MAKE ENTRIES IN A DAYBOOK.
2. HOW TO FILL OUT A CHARGE SLIP.
3. HOW TO WRITE A RECEIPT.
4. HOW TO MAKE ENTRIES ON AN ACCOUNT CARD.
5. HOW TO SEND A STATEMENT FOR THAT ACCOUNT.

AND IN ORDER TO DO THIS YOU WILL NEED:

A SET OF SAMPLE ENTRIES
A DAYBOOK PAGE
A CHARGE SLIP
A RECEIPT
AN ACCOUNT CARD
A STATEMENT

WE WILL KNOW YOU CAN DO IT WHEN:

YOU CORRECTLY ENTER THE SAMPLE INFORMATION ON THE DAYBOOK PAGE, CHARGE SLIP, RECEIPT, ACCOUNT CARD, AND STATEMENT.

A TAPE OF THIS MODULE IS AVAILABLE.

INFORMATION

EACH MEDICAL OFFICE MAY HAVE IT'S OWN METHOD OF BOOKKEEPING. THESE REFERENCES WILL PROVIDE YOU WITH ADDITIONAL INFORMATION ABOUT DIFFERENT KINDS OF BOOKKEEPING.

THE MEDICAL ASSISTANT, 3RD EDITION, CHAPTER 25, PAGE 338 "FINANCIAL RECORDS". PAGE 339 "DAYBOOK". PAGE 346 "SPECIAL BOOKKEEPING SYSTEMS" THROUGH "CASH AND CHECKS" ON PAGE 351.

MEDICAL OFFICE PROCEDURES, CHAPTER 10, PAGE 105 TO "BILLS" ON PAGE 112. CHAPTER 12, PAGE 137 AND 138.

THE FOLLOWING SAMPLES WILL HELP YOU LEARN HOW TO FILL IN A DAYBOOK, CHARGE SLIP, RECEIPT, ACCOUNT CARD, AND STATEMENT.

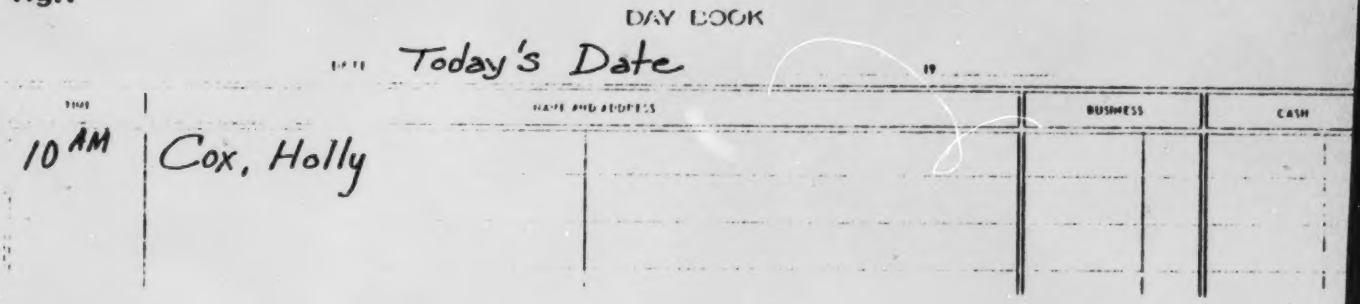
INFORMATION

SAMPLE:

THE PATIENT, HOLLY COX, HAS AN APPOINTMENT AT 10:00 A.M. YOU WILL NEED A CHARGE SLIP, YOUR DAYBOOK, HER ACCOUNT CARD, AND A RECEIPT BOOK.

HOLLY COMES TO YOUR DESK. YOU GREET HER AND ENTER HER NAME IN THE DAYBOOK (SEE FIGURE 1).

fig.1



DAY BOOK

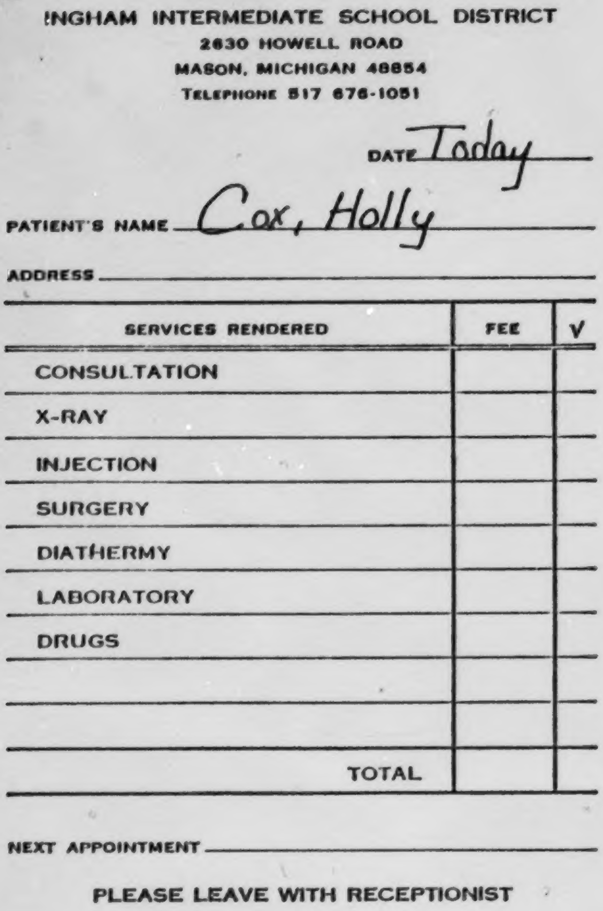
Today's Date 19

TIME	NAME AND ADDRESS	BUSINESS	CASH
10 AM	Cox, Holly		

INFORMATION

YOU FILL OUT A CHARGE SLIP WITH HOLLY'S NAME AND THE DATE (SEE FIGURE 2).

fig.2



INGHAM INTERMEDIATE SCHOOL DISTRICT
2630 HOWELL ROAD
MASON, MICHIGAN 48854
TELEPHONE 517 676-1051

DATE Today

PATIENT'S NAME Cox, Holly

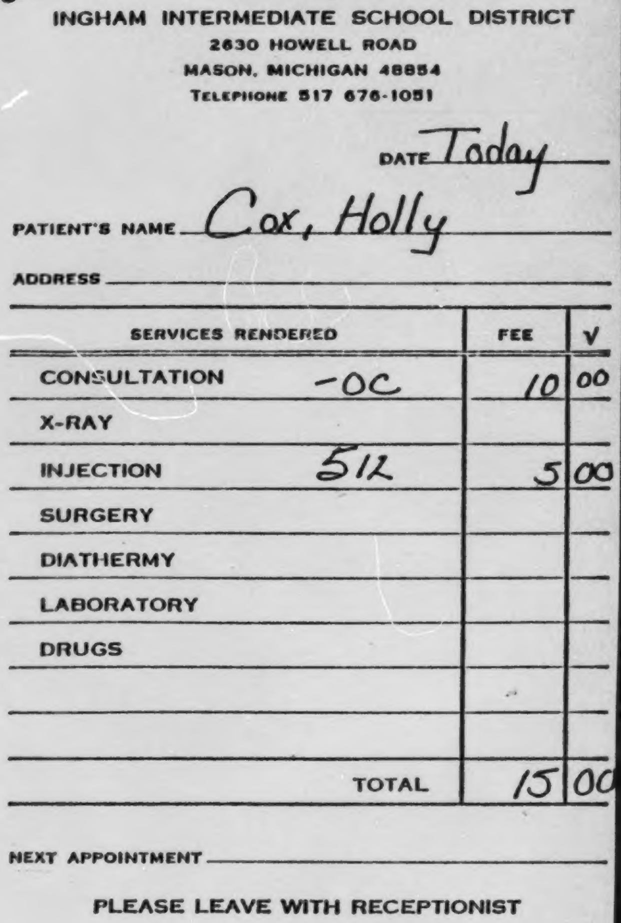
ADDRESS

SERVICES RENDERED	FEE	✓
CONSULTATION		
X-RAY		
INJECTION		
SURGERY		
DIATHERMY		
LABORATORY		
DRUGS		
TOTAL		

NEXT APPOINTMENT

PLEASE LEAVE WITH RECEPTIONIST

fig.3



INGHAM INTERMEDIATE SCHOOL DISTRICT
2630 HOWELL ROAD
MASON, MICHIGAN 48854
TELEPHONE 517 676-1051

DATE Today

PATIENT'S NAME Cox, Holly

ADDRESS

SERVICES RENDERED	FEE	✓
CONSULTATION -OC	10	00
X-RAY		
INJECTION 512	5	00
SURGERY		
DIATHERMY		
LABORATORY		
DRUGS		
TOTAL	15	00

NEXT APPOINTMENT

PLEASE LEAVE WITH RECEPTIONIST

WORD GUIDE

SERVICES RENDERED - WHAT THE DOCTOR DID FOR THE PATIENT.

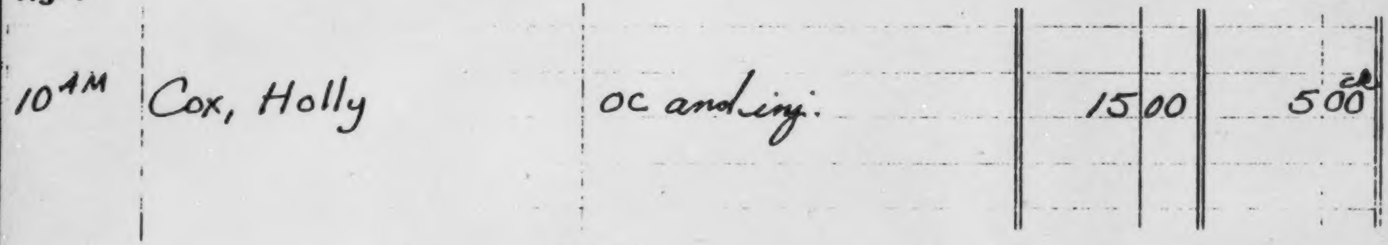
INFORMATION

CLIP THE CHARGE SLIP TO HOLLY'S CHART.

WHEN HOLLY RETURNS TO YOU WITH THE CHARGE SLIP, THE DOCTOR SHOULD HAVE FILLED IN THE SERVICES RENDERED (SEE FIGURE 3).

YOU ENTER HOLLY'S CHARGES NEXT TO HER NAME, IN THE "BUSINESS" COLUMN (SEE FIGURE 4).

fig.4



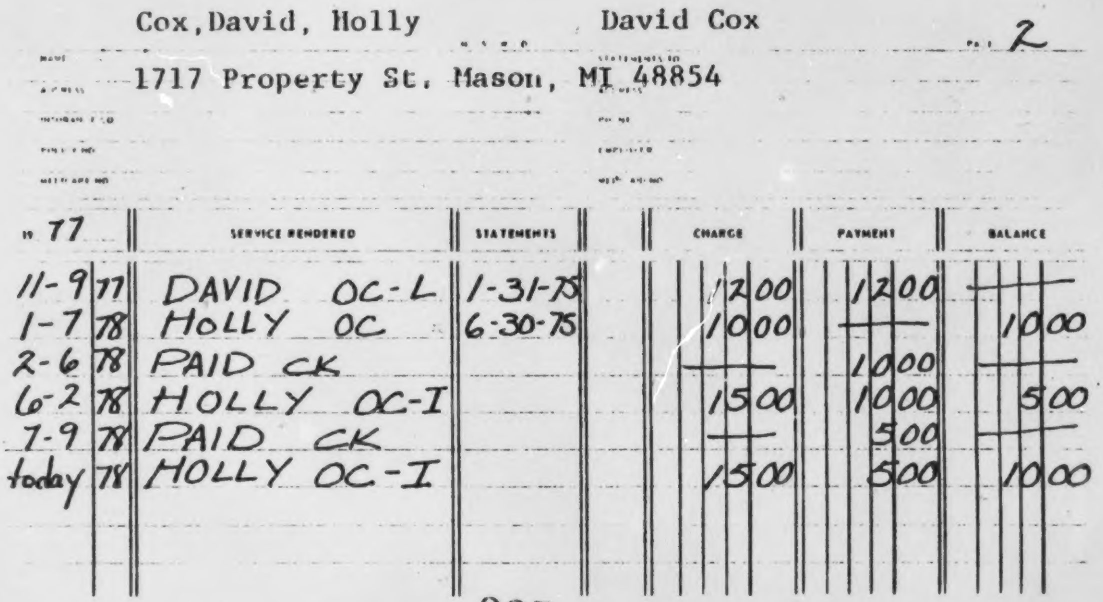
10 AM	Cox, Holly	OC and inj.	15 00	5 00 cr

INFORMATION

TELL HOLLY HER BALANCE DUE. THE BALANCE DUE IS ALWAYS THE CHARGE FOR THE DAY PLUS THE PREVIOUS BALANCE. IF THERE IS NO PREVIOUS BALANCE ON THE ACCOUNT CARD, HER BALANCE IS ONLY TODAY'S CHARGE.

HOLLY HAD DECIDED TO PAY FIVE DOLLARS BY CHECK. MAKE THAT ENTRY IN THE "CASH" COLUMN.

fig. 5



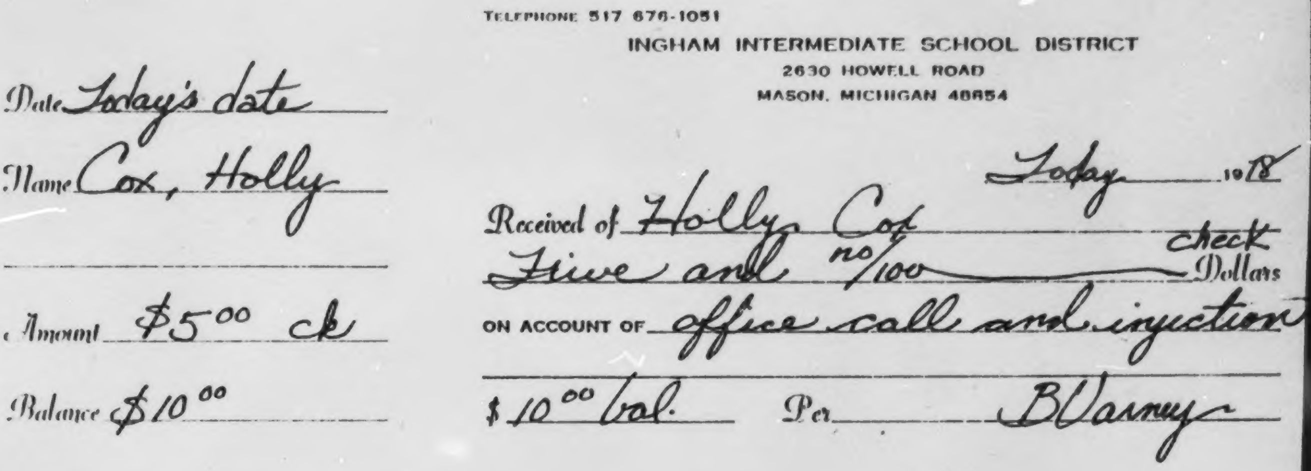
Cox, David, Holly
David Cox
2
1717 Property St. Mason, MI 48854

19 77		SERVICE RENDERED	STATEMENTS		CHARGE	PAYMENT	BALANCE
11-9	77	DAVID OC-L	1-31-75		12 00	12 00	—
1-7	78	HOLLY OC	6-30-75		10 00	—	10 00
2-6	78	PAID CK			—	10 00	—
6-2	78	HOLLY OC-I			15 00	10 00	5 00
7-9	78	PAID CK			—	5 00	—
today	78	HOLLY OC-I			15 00	5 00	10 00

INFORMATION

MAKE OUT A RECEIPT FOR HOLLY. PUT THE INFORMATION IN THE LABELED SPACES (SEE FIGURE 6).

fig.6



Date Today's date

Name Cox, Holly

Amount $\$5^{00}$ ck

Balance $\$10^{00}$

TELEPHONE 517 676-1051
INGHAM INTERMEDIATE SCHOOL DISTRICT
2630 HOWELL ROAD
MASON, MICHIGAN 48854

Today 1978

Received of Holly Cox

Five and no/100 check Dollars

ON ACCOUNT OF office call and injection

$\$10^{00}$ bal. Per BVarney

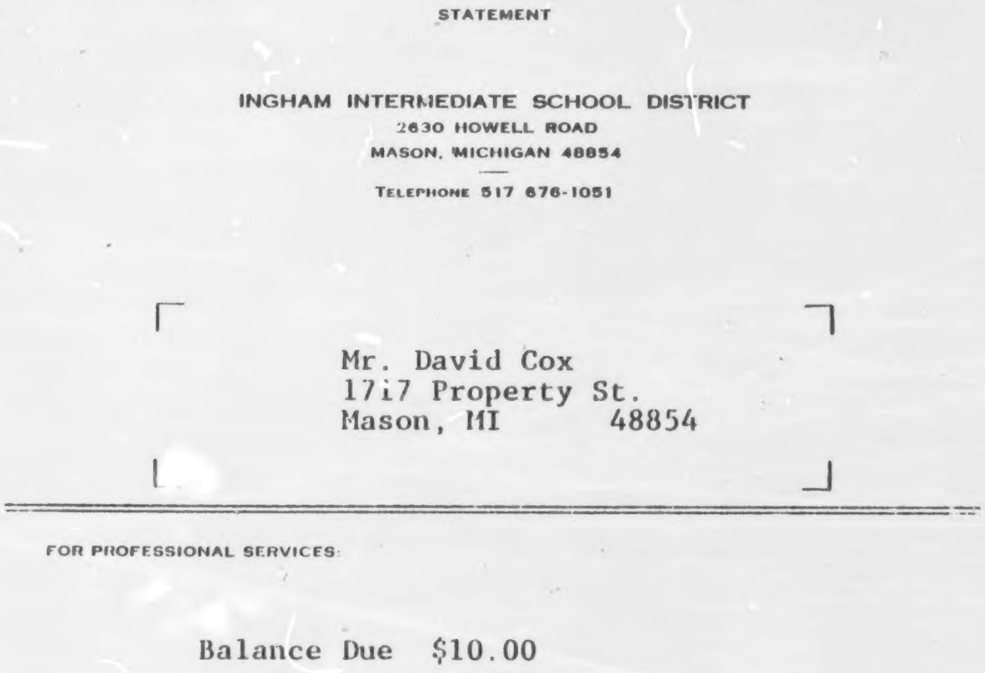
BE SURE YOU HAVE CORRECTLY FILLED IN THE DATE, THE NAME, THE AMOUNT PAID, AND INDICATE CHECK OR CASH.

AT THE END OF THE DAY, YOU MUST TOTAL THE "CASH" COLUMN AND THE "BUSINESS" COLUMN.

INFORMATION

THE TOTAL IN YOUR "CASH" COLUMN SHOULD EQUAL THE TOTAL AMOUNT OF CASH AND CHECKS IN YOUR CASH BOX.

AT THE END OF EACH MONTH, YOU WILL SEND A BILL OR A STATEMENT TO EACH PATIENT WHO HAS AN UNPAID BALANCE (SEE FIGURE 7 FOR AN EXAMPLE OF HOLLY COX'S ACCOUNT STATEMENT).



STATEMENT

INGHAM INTERMEDIATE SCHOOL DISTRICT
2630 HOWELL ROAD
MASON, MICHIGAN 48854
TELEPHONE 517 676-1051

Mr. David Cox
1717 Property St.
Mason, MI 48854

FOR PROFESSIONAL SERVICES:

Balance Due $10.00

INFORMATION

YOU SHOULD ALSO WRITE THE DATE THE STATEMENT IS SENT ON THE ACCOUNT CARD, IN THE "STATEMENTS" COLUMN (SEE FIGURE 5). THEN, YOU CAN TELL AT A GLANCE WHEN THE PATIENT WAS BILLED.

JOB STEPS

1. GATHER YOUR MATERIALS.

   A DAYBOOK FROM THE DESK.
   THREE CHARGE SLIPS FROM THE FILING CABINET,
   BOTTOM DRAWER.
   THREE RECEIPT BOOKS FROM THE DESK.
   THREE ACCOUNT CARDS, THE SMALLER CARDS
   IN THE ACCOUNT CARD FILE.
   THREE STATEMENTS FROM THE FILING CABINET,
   BOTTOM DRAWER.

2. USE THE SAMPLES BELOW AND FILL OUT A CHARGE SLIP, A DAYBOOK LINE, A RECEIPT (WHEN A PATIENT PAYS), AN ACCOUNT CARD, AND A STATEMENT FOR EACH SAMPLE. IF YOU NEED HELP, REFER TO INFORMATION SECTION OF THIS MOD.

   SAMPLE #1

   MR. OLIVER GUNSON OF 616 ABBOTT ROAD, EAST LANSING, IS SEEN AT 10:00 A.M. FOR

A CONSULTATION AND LABORATORY. HIS CHARGE IS $25.00 FOR CONSULTATION AND $8.00 FOR LABORATORY. HE PAYS YOU $13.00 CASH.

SAMPLE #2

MRS. GRISELDA GRAVEL OF 1440 SOAP STREET, MASON, IS SEEN AT 10:00 A.M. FOR SURGICAL REMOVAL OF A MOLE. HER CHARGE IS $20.00. SHE PAYS $20.00 BY CHECK.

SAMPLE #3

MR. TENESSEE BLUE OF 2220 ARK STREET IS SEEN AT 11:00 A.M. FOR CONSULTATION, $8.00, X-RAY, $15.00, AND DIATHERMY, $5.00. HE DOES NOT PAY ANYTHING.

3. TOTAL THE "CASH" COLUMN IN YOUR DAYBOOK.

TURN PAGE →

JOB STEPS

4. TOTAL THE "BUSINESS" COLUMN IN THE DAYBOOK.

5. YOU HAVE $38.00 CASH AND $20.00 IN CHECKS IN YOUR CASH BOX. YOU BEGAN THE DAY WITH $25.00 CHANGE IN YOUR CASH BOX. DOES YOUR CASH BALANCE?

6. TYPE A STATEMENT TO EACH PERSON IN STEP #2 IF THEY OWE MONEY.

7. NOW CHECK YOUR WORK WITH YOUR INSTRUCTOR, AND ASK ANY QUESTIONS YOU MAY HAVE.

medical assistant

unit: BOOKKEEPING

capital area career center

module: 4401 16 007 7 date: 6/77 level: I

skill title: HOW TO WRITE A CHECK

developed & written by: BEVERLY VARNEY

visuals by: SANDRA GOSTOMSKI

342

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

HOW TO WRITE A CHECK.

AND IN ORDER TO DO THIS YOU WILL NEED:

SAMPLE CHECKS

A SET OF SITUATIONS REQUIRING YOU TO WRITE CHECKS

INSTRUCTIONS FOR CORRECT CHECK WRITING

WE WILL KNOW YOU CAN DO IT WHEN:

YOU HAVE CORRECTLY COMPLETED THE CHECKS REQUIRED IN THIS MOD.

A TAPE OF THIS MODULE IS AVAILABLE.

WORD GUIDE

LEGIBLE - WRITTEN CLEARLY SO IT IS EASY TO READ.

INFORMATION

WRITING A CHECK MAY BE REQUIRED PART OF YOUR JOB. IT IS NECESSARY FOR YOU TO KNOW HOW TO WRITE A CHECK. THE FOLLOWING REFERENCE WILL HELP YOU LEARN HOW TO WRITE A CHECK. READ THIS REFERENCE:

MEDICAL OFFICE PROCEDURES, PAGE 143, "WRITING CHECKS".

REMEMBER THESE RULES:

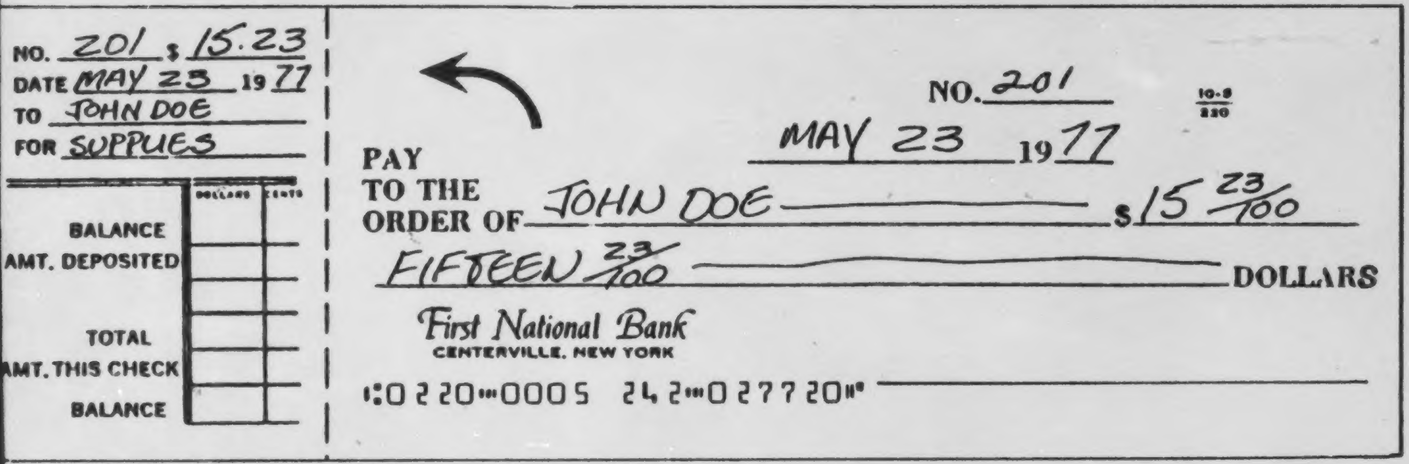
WRITING A CHECK HAS TWO MAIN STEPS. FILLING OUT THE CHECK IS ONE PART AND FILLING OUT THE STUB IS THE OTHER. THE INFORMATION MUST BE LEGIBLE AND ACCURATE.

WORD GUIDE

VOID - INDICATED ON INCORRECT ITEM WHICH SHOULDN'T BE USED.

INFORMATION

EACH CHECK HAS A NUMBER. THE CHECK STUB HAS THE SAME NUMBER AS THE CHECK. THE INFORMATION ON THE STUB SHOULD MATCH THE INFORMATION ON THE FACE OF THE CHECK.



NO. 201 $ 15.23
DATE MAY 23 19 77
TO JOHN DOE
FOR SUPPLIES

	DOLLARS	CENTS
BALANCE		
AMT. DEPOSITED		
TOTAL		
AMT. THIS CHECK		
BALANCE		

NO. 201 10-8/220

MAY 23 19 77

PAY TO THE ORDER OF JOHN DOE $ 15 23/100

FIFTEEN 23/100 DOLLARS

First National Bank
CENTERVILLE, NEW YORK

⑆0220⑈0005 242⑈027720⑈

IF YOU MAKE AN ERROR ON A CHECK YOU MUST WRITE VOID ACROSS THE FACE OF THE CHECK AND PLACE IT WITH YOUR CANCELLED CHECKS.

WORD GUIDE

PAYEE - THE PERSON TO WHOM THE CHECK IS FOR.

INFORMATION

THE FOLLOWING INFORMATION WILL HELP YOU LEARN HOW TO WRITE OUT A CHECK STUB:

PUT TODAY'S DATE ON THE "DATE" LINE.

AFTER THE WORK "TO", WRITE OUT THE PERSON'S NAME OR COMPANY THE CHECK IS TO PAY. THIS IS THE SAME PERSON'S NAME OR COMPANY YOU WILL WRITE IN THE PAY TO THE ORDER OF ON THE CHECK FACE (THE PAYEE).

AFTER THE WORK "FOR", WRITE OUT WHAT YOU ARE PAYING FOR.

INFORMATION

IN THE BOTTOM SQUARE, THE TOP LINE SAYS BALANCE. THIS MEANS THE AMOUNT OF CASH IN YOUR ACCOUNT BEFORE YOU WRITE THE CHECK.

IF YOU MAKE A DEPOSIT BEFORE YOU WRITE A CHECK, IT SHOULD BE ENTERED ON THE LINE WHICH SAYS AMOUNT DEPOSITED.

THE SUM OF THE TOP BALANCE LINE AND THE AMOUNT DEPOSITED LINE(S) IS THE AMOUNT ON THE TOTAL LINE.

THE AMOUNT YOU ARE PAYING THE PERSON OR COMPANY IS THE AMOUNT YOU WRITE ON THE AMOUNT THIS CHECK LINE.

SUBTRACT THE AMOUNT ON THE AMOUNT THIS CHECK LINE FROM THE TOTAL LINE AND WRITE THE REMAINDER ON THE BOTTOM BALANCE LINE.

WORD GUIDE

ALTERNATIONS - CHANGES.

INFORMATION

FORWARD (WRITE) THE AMOUNT ON THE BOTTOM BALANCE LINE TO THE TOP BALANCE LINE ON THE NEXT CHECK STUB

EXAMPLE: THE CHECK NUMBER IS 199. THE DATE IS JANUARY 2, 1975. THE CHECK IS TO PHYSICIAN'S LAUNDRY FOR LAUNDRY SERVICE. THE BALANCE IS $1986.86. THE AMOUNT THIS CHECK IS $19.80. THE BALANCE IS $1967.06.

NO. 199 $ 19.60
DATE JAN. 2 19 75
TO PHYSICIAN'S LAUNDRY
FOR LAUNDRY SERVICE

	DOLLARS	CENTS
BALANCE	1986	86
AMT. DEPOSITED	—	
TOTAL	1986	86
AMT. THIS CHECK	19	80
BALANCE	1967	06

NO. 200 $
DATE 19
TO
FOR

	DOLLARS	CENTS
BALANCE	1967	06
AMT. DEPOSITED		
TOTAL		
AMT. THIS CHECK		
BALANCE		

INFORMATION

THE FOLLOWING INFORMATION WILL HELP YOU LEARN HOW TO WRITE OUT A CHECK.

THE CHECK NUMBER IS PRE-PRINTED ON MOST CHECKS. IF IT IS NOT, YOU WILL WRITE THE NUMBER ON THE NO. LINE.

TODAY'S DATE IS WRITTEN ON THE LINE:
________________ 19 ____.

WRITE THE NAME OF THE PERSON OR COMPANY ON THE PAY TO THE ORDER OF LINE.

THE $__________ SPACE IS FOR WRITING THE AMOUNT OF MONEY THE CHECK IS FOR IN NUMBERS. IF YOU DO NOT REMEMBER HOW TO DO THIS, YOU NEED TO REVIEW MOD 4401 16 010 7.

INFORMATION

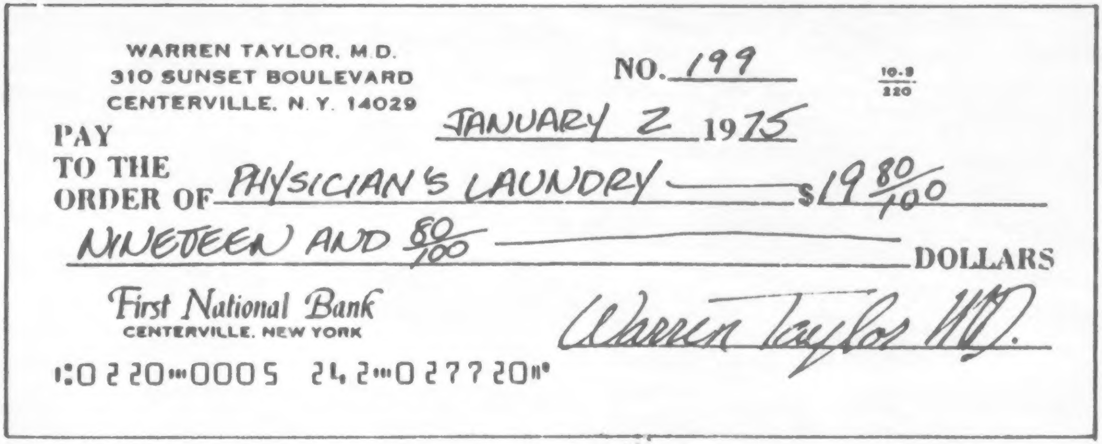
THE ______________ DOLLARS LINE IS FOR WRITING THE AMOUNT OF THE CHECK IN LONGHAND OR SPELLED OUT. YOU MUST TAKE CARE TO WRITE TO THE LEFT OF THE LINE WHEN FILLING IN AMOUNTS. THIS IS TO PROTECT THE CHECK FROM ALTERNATIONS. IF YOU DO NOT WRITE TO THE LEFT SOMEONE COULD CHANGE THE AMOUNT. FOR EXAMPLE:

$ 19 80/100 COULD BE ALTERED TO $ 119 80/100 AND NINETEEN 80/100 DOLLARS COULD BE ALTERED TO ONEHUNDRED NINETEEN 80/100 DOLLARS.

INFORMATION

THE ____________ IN THE LOWER RIGHT HAND CORNER IS FOR THE SIGNATURE OF THE PERSON PAYING THE CHECK. IN MOST CASES, THIS WILL BE THE DOCTOR'S SIGNATURE.

LOOK AT FIGURE 2. THE CHECK NUMBER IS 199. THE PAYEE IS PHYSICIAN'S LAUNDRY. THE AMOUNT OF THIS CHECK IS NINETEEN DOLLARS AND EIGHTY CENTS.



WARREN TAYLOR, M.D.
310 SUNSET BOULEVARD
CENTERVILLE, N.Y. 14029

NO. 199 $\frac{10\text{-}9}{220}$

JANUARY 2 1975

PAY TO THE ORDER OF PHYSICIAN'S LAUNDRY $19 $\frac{80}{100}$

NINETEEN AND $\frac{80}{100}$ DOLLARS

First National Bank
CENTERVILLE, NEW YORK

Warren Taylor M.D.

⑆0220⑈0005 242⑈027720⑈

JOB STEPS

1. COLLECT YOUR MATERIALS. A PAGE OF SAMPLE CHECKS CAN BE OBTAINED FROM FILE FOLDER 4401 16 007 7.

2. USE THE FOLLOWING INFORMATION AND FILE OUT THE CHECK STUBS AND CHECKS.

   A. THE FIRST CHECK NUMBER IS 200.
   B. YOUR BEGINNING BALANCE IS $1967.06.
   C. THE DATE IS JANUARY 15, 1977.
   D. DEPOSIT $1576.00 ON JANUARY 15, 1977.
   E. WRITE THE FOLLOWING CHECKS ON JANUARY 15, 1977.

      1. TO OFFICE CLEANING, INC. $75.00 FOR CLEANING SERVICES.
      2. NANCY JONES, $247.67 FOR WAGES.
      3. W. C. HELLER, CO., $1500.00 FOR RENT.
      4. MICHIGAN TELEPHONE CO. $97.60 FOR TELEPHONE BILL.

JOB STEPS

3. RECHECK YOUR MATH. YOUR BALANCE SHOULD BE $1622.79. IF YOU DO NOT ARRIVE AT $1622.79 AS YOUR BALANCE, DO OVER JOB STEP 2.

4. HAVE YOUR INSTRUCTOR CHECK YOUR WORK.

medical assistant

unit: BOOKKEEPING

capital area career center

module: 4401 16 008 7 date: 10/77 level: I

skill title: HOW TO USE A CALCULATOR

developed & written by: BEVERLY VARNEY

visuals by: SANDRA STARNAMAN

WORD GUIDE

CALCULATOR - (KAL-CUE-LAY-TOR) - A KIND OF BUSINESS MACHINE USED FOR SOLVING MATH PROBLEMS.

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

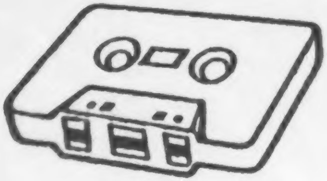
HOW TO USE A CALCULATOR TO ADD, SUBTRACT, DIVIDE AND MULTIPLY.

AND IN ORDER TO DO THIS YOU WILL NEED:

A CALCULATOR
A SET OF PROBLEMS

WE WILL KNOW YOU CAN DO IT WHEN:

YOU CAN CORRECTLY ADD, SUBTRACT, MULTIPLY AND DIVIDE PROBLEMS BY USING A CALCULATOR.



A TAPE OF THIS MODULE IS AVAILABLE.

WORD GUIDE

ACCURATE - EXACT

FINANCIAL - (FY-NAN-SHAL) - ANYTHING HAVING TO DO WITH MONEY

INFORMATION

THE MEDICAL ASSISTANT MUST KEEP ORDERLY FINANCIAL RECORDS. THE JOB MAY INCLUDE:

1. BALANCING THE DOCTOR'S CHECKBOOK.
2. ADDING UP THE MONEY PAID BY PATIENTS AND/OR INSURANCE COMPANIES.
3. ADDING UP ALL THE PATIENTS' CHARGES FOR THE DAY.
4. ANY OTHER TASK THAT REQUIRES YOU TO ADD, SUBTRACT, MULTIPLY OR DIVIDE.

INFORMATION

IN ORDER TO CUT DOWN THE TIME IT TAKES TO DO THIS WORK AND STILL ALLOW YOU TO BE ACCURATE, MOST DOCTORS PROVIDE YOU WITH A CALCULATOR OR AN ADDING MACHINE. MANY OF THESE MACHINES ADD, SUBTRACT MULTIPLY AND DIVIDE. OLDER MODELS HAVE MANY KEYS TO PUNCH BEFORE THEY PRINT OUT THE NUMBERS. MOST NEWER MODELS ARE THE "TEN KEY" TYPE. THESE HAVE THE NUMBERS 0, 1, 2, 3, 4, 5, 6, 7, 8, 9 ON THEM. THEY ALSO HAVE SIGNS: "+" FOR ADDITION, "-" FOR SUBTRACTION, "X" FOR MULTIPLICATION, "÷" FOR DIVISION, AND "." FOR DECIMAL.

GET THE CALCULATOR AND "PUNCH ALONG" AS YOU CONTINUE TO READ THIS INFORMATION. WE ARE GOING TO TELL YOU HOW TO USE THE CALCULATOR BEFORE YOU BEGIN THE JOB STEPS.

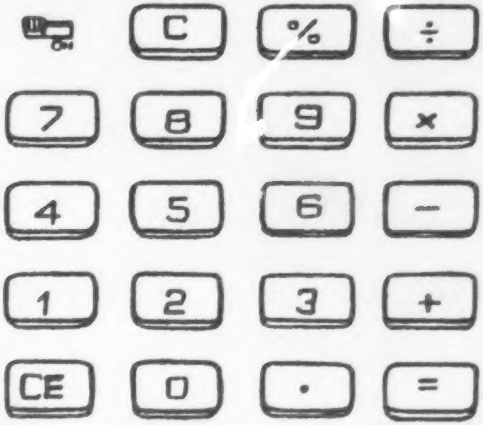
WORD GUIDE

CALCULATION - FIGURING

ENTER - PUT INTO THE CALCULATOR BY PRESSING BUTTON

INFORMATION

THE FOLLOWING ILLUSTRATION IS AN EXAMPLE OF THE CALCULATOR KEYBOARD:



BEFORE YOU BEGIN ANY CALCULATIONS, ATTACH THE POWER CORD AND PLUG IT IN. THEN, TURN ON THE CALCULATOR.

INFORMATION

FOR ADDITION, YOU WILL NEED TO ENTER THE FIRST NUMBER TO BE ADDED, THE PRESS THE ADD KEY + , THEN THE NEXT NUMBER AND THE ADD KEY AND SO FORTH. WHEN YOU HAVE ENTERED ALL THE NUMBERS FOR ADDING, THEN PRESS THE T , OR TOTAL KEY.

EXAMPLE: 10 + 7 + 3

PRESS THE KEYS IN THIS ORDER:

1 0 + 7 + 3 + T

YOUR ANSWER SHOULD BE 20.

FOR SUBTRACTION, YOU WILL NEED TO ENTER THE "MINUEND", OR THE NUMBER FROM WHICH YOU ARE GOING TO SUBTRACT. THEN, PRESS THE ADD, OR + KEY. NEXT ENTER THE "SUBTRAHEND", OR THE NUMBER YOU ARE SUBTRACTING. THEN PRESS THE SUBTRACT OR - KEY. LASTLY, PRESS THE T OR TOTAL KEY FOR YOUR ANSWER.

INFORMATION

EXAMPLE: 23 - 7

PRESS THE KEYS IN THIS ORDER:

2 3 + 7 - T

YOUR ANSWER SHOULD BE 16.

REMEMBER: TO ADD OR TO SUBTRACT, YOU PRESS THE NUMBER KEYS TO PRINT THE NUMBER AND THEN THE CORRECT SIGN (ADD OR SUBTRACT) TO TELL THE MACHINE IF IT IS A POSITIVE (PLUS) OR NEGATIVE (MINUS) NUMBER YOU ARE ENTERING.

YOU MAY ALSO COMBINE ADDING AND SUBTRACTING.

EXAMPLE: 49 + 76 - 4 + 17 - 20

YOU WILL PRESS:

4 9 + 7 6 + 4 - 1 7 + 2 0 -T

YOUR ANSWER SHOULD BE 118.

READ PAGE 9 (FROM "OCCASIONALLY, YOU - -") TO THE BOTTOM OF PAGE 10 IN THE INSTRUCTION BOOK FOR THE TI5050M CALCULATOR. THAT INFORMATION SHOWS YOU HOW TO CORRECT ERRORS YOU MIGHT MAKE ON THE CALCULATOR.

INFORMATION

NOW THAT YOU CAN ADD AND SUBTRACT, YOU CAN LEARN HOW TO MULTIPLY AND DIVIDE.

YOU WILL USE THESE KEYS:

X TO MULTIPLY THE NUMBER ENTERED JUST BEFORE THE SIGN BY THE NUMBER ENTERED JUST AFTER THE SIGN.

÷ DIVIDES THE NUMBER ENTERED JUST BEFORE THE SIGN BY THE NUMBER JUST AFTER THE SIGN.

= PRINTS THE ANSWER

HERE ARE SOME EXAMPLES:

A. 120 X 5

PRESS:

1 2 0 X 5 =

DO NOT PRESS THE T FOR MULTIPLICATION.

YOUR ANSWER SHOULD BE 600.

B. 120 ÷ 5

PRESS:

1 2 0 ÷ 5 =

DO NOT PRESS THE T FOR DIVISION.

YOUR ANSWER SHOULD BE 24.

INFORMATION

YOU CAN ALSO DO COMBINATIONS OF MULTIPLICATION AND DIVISION.

EXAMPLE: 120 X 5 ÷ 6

YOU WILL PRESS:

1 2 0 X 5 ÷ 6 =

100 SHOULD BE YOUR ANSWER.

READ PAGES 14 AND 15 OF THE TI5050M OPERATING MANUAL TO LEARN HOW TO CLEAR ERRORS IN MULTIPLICATION AND DIVISION.

IF YOUR NUMBERS FOR ANY OF THE FOUR OPERATIONS HAVE DECIMALS, YOU SIMPLY PRESS THE . BUTTON.

EXAMPLE: 10.37

PRESS:

1 0 . 3 7

WORD GUIDE

CALCULATIONS - (KAL-KEW-LAY-SHUNS)
PROBLEMS

FOUR FUNCTIONS - ADD, SUBTRACT,
MULTIPLY AND DIVIDE

INFORMATION

N THIS MODULE, WE WILL NOT TEACH YOU HOW DO TO IXED CALCULATIONS OF ALL FOUR FUNCTIONS. THE PERATING MANUAL WILL EXPLAIN THIS FOR THE TYPE F MACHINE YOU HAVE IN THE OFFICE WHERE YOU WORK.

OW YOU ARE READY FOR PRACTICE. DO THE PROBLEMS RINTED ON THE JOB STEPS PAGES. SAVE THE PAPER ROM THE MACHINE AND HAVE YOUR INSTRUCTOR CHECK OUR ANSWERS.

JOB STEPS

DO NOT WRITE IN THE MOD. PUT YOUR ANSWERS ON SCRAP PAPER.

1. USE THE CALCULATOR TO ADD THE FOLLOWING:

14	100	67
21	16	49
+ 7	+ 39	+ 25

2. USE THE CALCULATOR TO SUBTRACT THE FOLLOWING:

1726	2266	49,631
- 494	- 774	- 3,528

3. USE THE CALCULATOR TO MULTIPLY THE FOLLOWING:

18	46	191
X 3	X 9	X 277

JOB STEPS

4. USE THE CALCULATOR TO DIVIDE THE FOLLOWING:

643 ÷ 192 =   99 ÷ 11 =   12648 ÷ 6 =

5. USE THE CALCULATOR TO ADD THE FOLLOWING:

$1159.50	$34,967.00	$ 371.00
+ 462.00	+ 852.00	+ 1,462.00

6. USE THE CALCULATOR TO SUBTRACT THE FOLLOWING:

$1,159.50	$34,967.00	$1,462.00
-462.00	- 852.00	- 371.00

INFORMATION

7. THESE ARE COMPOUND PROBLEMS. USING THE CALCULATOR, ADD, THEN SUBTRACT THE FOLLOWING:

$1,159.50	$34,967.00	$1,462.00
+ 462.00	+ 852.00	+ 371.00
- 176.50	- 1,465.00	- 904.00

8. USE THE CALCULATOR TO MULTIPLY AND THEN DIVIDE THE FOLLOWING:

514 X 52 ÷ =

3 X 40 X 52 ÷ 12 =

52 X 125 ÷ 12 =

9. CHECK YOUR ANSWERS WITH YOUR INSTRUCTOR.

10. IF YOU HAVE ANY QUESTIONS, ASK YOUR INSTRUCTOR FOR HELP.

medical assistant

unit: BOOKKEEPING

capital area career center

module: 4401 16 009 7 **date:** 8/77 **level:** IV

skill title: HOW TO BALANCE A DAYBOOK

developed & written by: BEVERLY VARNEY

visuals by:

WORD GUIDE

BALANCE - CHECK THE FIGURES IN YOUR DAYBOOK TO BE SURE THERE ARE NO MISTAKES.

DAYBOOK - THE BOOK WHERE YOU WRITE IN DAILY BUSINESS.

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

HOW TO BALANCE A DAYBOOK.

AND IN ORDER TO DO THIS YOU WILL NEED:

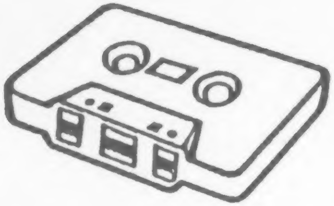
A CALCULATOR

AN ANSWER SHEET FROM FILE FOLDER 16-9 7

THE PROBLEMS IN THIS MODULE

WE WILL KNOW YOU CAN DO IT WHEN:

YOU ANSWER THE QUESTIONS WITH 100% ACCURACY.



A TAPE OF THIS MODULE IS AVAILABLE

WORD GUIDE

CHARGES - THE AMOUNT A PERSON MUST PAY FOR A GIVEN SERVICE.

PAYMENT - THE AMOUNT THE PERSON GIVES THE DOCTOR FOR THE SERVICE RECEIVED.

INFORMATION

A MEDICAL OFFICE IS ALSO A BUSINESS OFFICE. JUST LIKE ANY OTHER BUSINESS, THERE ARE CHARGES AND PAYMENTS. A DUTY OF THE ASSISTANT IS TO RECORD CHARGES AND PAYMENTS AND TO COLLECT CHECKS AND CASH FROM THE PAYMENTS. THIS MUST BE DONE CAREFULLY AND ACCURATELY.

YOU HAVE ALREADY LEARNED HOW TO RECORD PAYMENTS IN A DAYBOOK AND HOW TO USE A PEGBOARD. THIS MODULE WILL TEACH YOU HOW TO COMPLETE THE DAYBOOK PAGES AND PEGBOARD.

WORD GUIDE

CASH RECEIPTS - ANOTHER NAME FOR ALL THE PAYMENTS MADE.

INFORMATION

AT THE END OF EACH DAY, TOTAL (ADD UP) ALL THE FIGURES IN THE BUSINESS OR CHARGE COLUMN. THE TOTAL INDICATES HOW MUCH BUSINESS THE DOCTOR DID THAT DAY. THEN, ADD UP THE CASH RECEIPTS COLUMN. THE TOTAL INDICATES HOW MUCH MONEY (CHECKS AND CASH) YOU COLLECTED THAT DAY. COUNT THE CASH AND THE CHECKS IN YOUR CASH RECEIVED. THE TOTAL OF THE CASH AND THE CHECKS RECEIVED AND THE CASH RECEIPTS COLUMN SHOULD BE THE SAME.

JOB STEPS

1. COLLECT YOUR MATERIALS. YOUR INSTRUCTOR WILL PROVIDE YOU WITH A SAMPLE ANSWER SHEET. DO ALL YOUR FIGURING ON THIS SHEET. USE A CALCULATOR TO FIGURE ALL MATH.

2. LOOK AT THE FOLLOWING EXAMPLE ON NEXT PAGE.

   NOTE: IN THE ABOVE DAYBOOK THE WORD BUSINESS INDICATES HOW MUCH THE DOCTOR "SOLD" OR GAVE IN SERVICES THAT DAY. THE WORD CASH INDICATES ALL PAYMENT RECEIVED.

3. USING THE CALCULATOR, ADD UP THE BUSINESS COLUMN AND THE CASH COLUMN. THEN, WRITE YOUR TOTALS FOR EACH COLUMN ON THE ANSWER SHEET FOR THIS MODULE.

DAY BOOK

DATE JANUARY 22 19 77

TIME	NAME AND ADDRESS		BUSINESS	CASH
9 AM	PEARL JONES	246 QUENTIN	14 00	10 00 cs
9:15	MONTY HOUGHTON	123 BARNES	12 00	5 00 ck
9:30	VICTOR CLARE	4739 NOVA	10 00	10 00 cs
9:45	ANDY ROOT	8000 COLBY	8 00	8 00 ck
10:00	JANET JEFFRIES	4823 PERRY	35 00	—
10:30	COLIN HAYES	542 LAKE	35 00	35 00 cs
11:00	BOB JACKSON	2300 SOMERSET	10 00	—
	KARIN FULLER	(BC/BS PAID)	—	35 00 ck
	EMMA AMES	"	—	175 00 ck
	BARBARA CANTON	"	—	27 50 ck
	LEON STEARN	"	—	370 00 ck
	TIM GROSS	"	—	49 00 ck
	VERN JASON	"	—	62 00 ck
	NANCY BARROWS	700 SUNNYSIDE	—	14 00 ck
	JUDY MASSEY	927 LOWCROFT	—	16 00 ck
	FRED McKENZIE	619 SPARROW	—	9 00 ck
PM				
2:00	RICK ALVAREZ	429 HOLLY	20 00	20 00 ck
2:15	MARY GUNN	847 BOSTON	7 00	5 00 ck
2:30	KIM DORNET	9012 NORWICH	—	5 00 ck
2:45	JAMES FRANKS	4715 LANTERN	12 00	—
3:00	JOAN WILSON	6900 SEAWAY	12 00	12 00 ck
3:15	JACKSON PAINE	1614 ABBOTT	17 00	15 00 ck
3:30	JOHN AKIN	1401 COAST	15 00	—
4:00	DAVID WAYNE	279 EIFERT	2 00	2 00 ck
4:15	JETHRO MARSH	636 TOLLES	9 00	—
4:30	GRACE MURRAY	9074 MARWAY	12 00	—

JOB STEPS

4. ADD THE NUMBERS IN THE CASH COLUMN WHICH SHOW PAYMENT RECEIVED BY CHECK (CK). WRITE YOUR TOTAL ON THE ANSWER SHEET FOR THIS MOD.

5. ADD THE NUMBERS IN THE CASH COLUMN WHICH SHOW PAYMENT RECEIVED BY CASH (CS). WRITE YOU TOTAL ON THE ANSWER SHEET.

6. LOOK AT FOLLOWING EXAMPLE ON NEXT PAGE.

NOTE: COLUMN 1, "CHARGES", IS THE SAME AS "BUSINESS" IN FIGURE 1, EXAMPLE 1. IT INDICATES HOW MUCH THE DOCTOR SOLD IN SERVICES THAT DAY.

COLUMN 2, "CASH RECEIPTS", IS THE SAME AS THE "CASH" COLUMN IN FIGURE 1. IT INDICATES ALL PAYMENT RECEIVED.

	DATE	MISCELLANEOUS INFORMATION	SERVICE CODE	1 CHARGES (CR. ADJ. SHOULD BE CIRCLED AND SUB. WHEN TOTALING)	2 CASH RECEIPTS	3 BALANCE (CIRCLE CR. BAL. AND SUBTRACT WHEN TOTALING)	4 PREVIOUS BALANCE	RECEIPT NO.	
1	1/22/77	Pearl	OC-L CS	14 00	10 00	10 00	6 00	0729	J
2		Monty	OC-L CK	12 00	5 00	12 00	5 00	0730	Ho
3		Brett	OC CS	10 00	10 00	—	—	0731	Cl
4		Andrea	OC-L-I CK	21 00	47 00	—	21 00	0732	R
5		Janet	OC CS	14 00	28 00	58 00	72 00	0733	J
6		Margaret	OC-L	21 00	—	27 00	6 00	0734	H
7		Bob	I	3 00	—	276 00	273 00	0735	J
8		Paid (BC/BS)	CK	ERROR ~~19 00~~	19 00	—	19 00	—	F
9		Paid (BC/BS)	"	—	250 00	20 00	270 00	—	A
10		Paid (BC/BS)	"	—	18 00	80 00	98 00	—	Ca
11		Paid (BC/BS)	"	—	27 50	—	27 50	—	S
12		Paid (BC/BS)	"	—	30 00	6 00	36 00	—	C
13		Paid (BC/BS)	"	—	479 00	21 00	500 00	—	J
14		Paid	CK	—	12 00	—	12 00	—	B
15		Paid	M.O.	—	14 00	—	14 00	—	M
16		Paid	CK	—	6 00	—	6 00	—	Mc
17		Rick Jr.	OC CS	14 00	25 00	9 00	21 00	0736	A
18		Mary	EKG CK OC-Hgm	59 00	59 00	—	—	0737	G
19		Kim	OC CS	14 00	14 00	—	—	0738	L
20		Laurie	Recheck CK	6 00	29 00	—	23 00	0739	Fr
21		Joan	OC-L	19 00	—	19 00	—	0740	W
22		Evelyn	OC-I CK	29 00	30 00	175 00	176 00	0741	P
23		Gus	OC-Dia	30 00	—	30 00	—	0742	A
24		David	Recheck CS	6 00	6 00	270 00	270 00	0743	W
25		Ellie	OC CK	14 00	14 00	—	—	0744	M
26		Grace	OC-T CK	21 00	25 00	21 00	25 00	0745	
27									

JOB STEPS

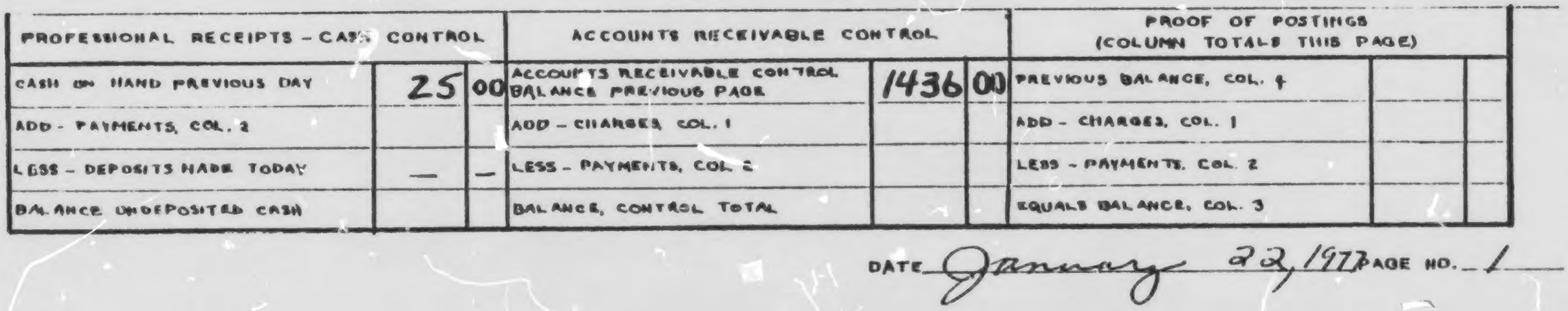
7. ADD COLUMN 1 AND THEN COLUMN 2. WRITE YOUR TOTALS ON THE ANSWER SHEET. WHEN YOU ADD A COLUMN IN AN OFFICE, WRITE THE TOTAL AT THE BOTTOM OF THE COLUMN, WHERE IT SAYS "TOTAL".

NOTE: COLUMN 3, "BALANCE", INDICATES HOW MUCH MONEY A PERSON STILL OWES THE DOCTOR. COLUMN 4, "PREVIOUS BALANCE", INDICATES HOW MUCH A PERSON OWED THE DOCTOR BEFORE TODAY.

8. ADD UP COLUMN 3 AND THEN, COLUMN 4. WRITE THE TOTALS ON THE ANSWER SHEET. YOU WOULD WRITE THE TOTALS AT THE BOTTOM OF EACH COLUMN (3, 4) ON THE TOTAL LINE.

JOB STEPS

9. LOOK AT THE FIGURE BELOW. THE EXAMPLE REPRESENTS THE BOTTOM OF THE PAGE SHOWN IN FIGURE 2. THIS IS WHERE YOU "PROVE", OR CHECK YOUR PAGE FOR MISTAKES.



PROFESSIONAL RECEIPTS – CASH CONTROL			ACCOUNTS RECEIVABLE CONTROL			PROOF OF POSTINGS (COLUMN TOTALS THIS PAGE)		
CASH ON HAND PREVIOUS DAY	25	00	ACCOUNTS RECEIVABLE CONTROL BALANCE PREVIOUS PAGE	1436	00	PREVIOUS BALANCE, COL. 4		
ADD – PAYMENTS, COL. 2			ADD – CHARGES, COL. 1			ADD – CHARGES, COL. 1		
LESS – DEPOSITS MADE TODAY	—	—	LESS – PAYMENTS, COL. 2			LESS – PAYMENTS, COL. 2		
BALANCE UNDEPOSITED CASH			BALANCE, CONTROL TOTAL			EQUALS BALANCE, COL. 3		

DATE January 22, 1977 PAGE NO. 1

NOTE: AT THE LEFT, UNDER "PROFESSIONAL RECEIPTS-CASH CONTROL", WE PUT $25.00 NEXT TO "CASH ON HAND". IT IS COMMON PRACTICE TO KEEP SOME SMALL BILLS IN YOUR CASH BOX TO USE FOR CHANGE. THE $25.00 IS THE CASH USED FOR CHANGE.

JOB STEPS

10. THE "ADD-PAYMENTS" SPACE IS FOR THE TOTAL OF COLUMN 2. WRITE THE TOTAL ON THE SAMPLE SHEET.

    NOTE: "LESS-DEPOSITS MADE TODAY" INDICATES WE MADE NO DEPOSITS TODAY. "BALANCE-UNDEPOSITED CASH" INDICATES THE TOTAL CASH YOU NOW HAVE.

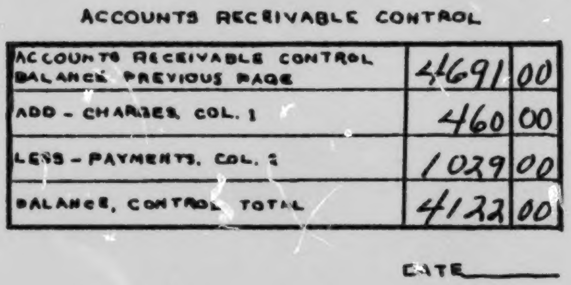
11. ADD THE FIRST AND SECOND LINES AND WRITE THIS TOTAL IN THE "BALANCE-UNDEPOSITED CASH" SPACE ON THE SAMPLE SHEET.

    NOTE: IN THE "ACCOUNTS RECEIVABLE CONTROL" COLUMN, THE FIRST LINE IS FOR THE BALANCE FROM THE PREVIOUS DAYBOOK PAGE.

JOB STEPS

12. ON THE SAMPLE SHEET, WRITE THE TOTAL FROM THE COLUMN 1 IN THE "ADD-CHARGES" SPACE. THEN, WRITE THE TOTAL FOR COLUMN 2 IN THE "LESS-PAYMENTS" SPACE.

13. TO GET THE "BALANCE-CONTROL TOTAL" ADD THE BALANCE FROM THE PREVIOUS PAGE TO THE "ADD-CHARGES" AMOUNTS. THEN, SUBTRACT THE "LESS-PAYMENTS" FROM THAT TOTAL.



ACCOUNTS RECEIVABLE CONTROL

ACCOUNTS RECEIVABLE CONTROL BALANCE PREVIOUS PAGE	4691	00
ADD - CHARGES, COL. 1	460	00
LESS - PAYMENTS, COL. 2	1029	00
BALANCE, CONTROL TOTAL	4122	00

DATE______

4691	5151
+460	-1029
5151	4122

JOB STEPS

14. THE "PROOF OR POSTING" COLUMN IS FOR YOU TO FIND OUT HOW ACCURATE YOUR FIGURES ARE ON THE FIRST LINE, WRITE THE TOTAL FROM COLUMN 4 (PREVIOUS BALANCE).

15. ON THE SECOND LINE, WRITE YOUR TOTAL FROM COLUMN 1 (CHARGES). THEN, ON THE THIRD LINE, WRITE YOUR TOTAL FROM COLUMN 2 (PAYMENTS).

16. TO FIND THE BALANCE, ADD THE TOTALS FOR COLUMN 4 AND COLUMN 1. THEN, SUBTRACT THE TOTAL OF COLUMN 2 FROM THIS ANSWER. YOUR BALANCE SHOULD BE THE SAME AS YOUR TOTAL FOR COLUMN 3.

DATE	MISCELLANEOUS INFORMATION	SERVICE CODE	1 CHARGES (CR. ADJ. SHOULD BE CIRCLED AND SUB. WHEN TOTALING)	2 CASH RECEIPTS	3 BALANCE (INCL. CR. BAL. AND SUBTRACT WHEN TOTALING)	4 PREVIOUS BALANCE	RECEIPT NO.	NAME	
1/22/71	Gomez, Theresa	0C 03	14 00	20 00	10 00	16 00	0642	Gomez, Jesus	1
									2
									3

JOB STEPS

7. IF YOU MADE AN ERROR, RE-DO THE FOLLOWING STEPS:

A. TOTAL COLUMN 1.
B. TOTAL COLUMN 2.
C. TOTAL COLUMN 3.
D. TOTAL COLUMN 4.

IF YOUR TOTALS ARE CORRECT, THERE MUST BE A MISTAKE SOMEWHERE IN THE MATH. RE-DO THE FOLLOWING STEPS:

A. PREVIOUS BALANCE (COLUMN 4); PLUS,
B. CHARGES (COLUMN 1); MINUS,
C. CASH RECEIPTS (COLUMN 2); EQUALS,
D. BALANCE (COLUMN 3).

PROOF OF POSTINGS
(COLUMN TOTALS THIS PAGE)

PREVIOUS BALANCE, COL. 4	1940	00
ADD – CHARGES, COL. 1	460	00
LESS – PAYMENTS, COL. 2	1029	00
EQUALS BALANCE, COL. 3	1371	00

$16.00	$30.00
+14.00	-20.00
$30.00	$10.00

PAGE NO. 387

JOB STEPS

19. WHEN YOU LOCATE THE ERROR, WRITE THE PERSON'S NAME ON YOUR ANSWER SHEET.

20. CHECK YOUR ANSWER SHEET WITH YOUR INSTRUCTOR. IF YOU HAVE ANY QUESTIONS, ASK YOUR INSTRUCTOR.

NOTE: SUGGESTION FOR SKILL BUILDING:

USE THE PEGBOARD OR A REGULAR DAYBOOK SHEET TO "CHARGE" STUDENTS FOR MODS THEY TAKE OUT OF THE MOD CABINET. MARK AN AMOUNT IN "PAYMENT" WHEN THEY ARE RETURNED. FOLLOWING THIS PROCEDURE WILL INCREASE YOUR PEGBOARD AND DAYBOOK SKILLS. ASK YOUR TEACHER FOR HELP IF YOU DO NOT UNDERSTAND.

TURN PAGE →

ANSWERS TO JOB STEP:

3. $230.00, $884.00

4. $785.50 7. 1) 312.00 2) $1,157.00

5. $99.00 8. 3) $1034.00 4) $1,180.50

	PROFESSIONAL RECEIPTS			ACCOUNTS RECEIVABLE			PROOF OF POSTING		
LINE 1		25	00		1436	00	14.	1180	50
LINE 2	10.	1157	50	12.	312	00	15.	312	00
LINE 3		———	—		1157	00	15.	1157	50
LINE 4	11.	1182	50	13.	590	50	16.	1035	00

19. RICK ALVAREZ BALANCE SHOULD BE $10.00.

medical assistant

unit: BOOKKEEPING

capital area career center

module: 4401 16 010 7 **date:** 6/77 **level:** 1

skill title: HOW TO WRITE NUMBERS INTO WORDS AND WORDS INTO NUMBERS

developed & written by: BEVERLY VARNEY AND TED URBAN

visuals by:

16-10

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

HOW TO WRITE OUT NUMBERS INTO WORDS AND WORDS INTO NUMBERS FOR USE ON CHECKS, SAVINGS WITHDRAWAL FORMS, LABORATORY REPORTS, AND OTHER MEDICAL FORMS.

AND IN ORDER TO DO THIS YOU WILL NEED:

A LIST OF NUMBERS AND WORD PROBLEMS

WE WILL KNOW YOU CAN DO IT WHEN:

YOU CAN CORRECTLY WRITE OUT THE NUMBERS INTO WORDS AND WORDS INTO NUMBERS.

A TAPE OF THIS MODULE IS AVAILABLE.

JOB STEPS

1. LOOK OVER PAGES 5 6 AND 7 OF THIS MOD. IF YOU KNOW HOW TO WRITE OUT NUMBERS INTO WORDS, TAKE THE PRE-TEST.

2. DO THE FOLLOWING STEPS, ONE STEP AT A TIME. TAKE THE TEST WHEN YOU ARE READY. DO AS MANY STEPS AS YOU NEED TO BE ABLE TO CORRECTLY WRITE NUMBERS INTO WORDS.

3. PAGES 5 6 AND 7 INDICATES HOW TO WRITE OUT NUMBERS INTO WORDS. LOOK AT THE EXAMPLE BELOW.

   TO WRITE NINETY-NINE THOUSAND, ONE HUNDRED, YOU WILL WRITE: 99,100

4. WRITE FOUR THOUSAND, EIGHT HUNDRED SEVENTY-SEVEN. CHECK YOUR ANSWER WITH YOU TEACHER.

JOB STEPS

5. COMPLETE PRACTICE EXERCISES A AND B FOR THIS MOD. CHECK YOUR WORK.

6. TAKE THE POST-TEST.

WORD LIST

A. 1 = ONE
2 = TWO
3 = THREE
4 = FOUR
5 = FIVE
6 = SIX
7 = SEVEN
8 = EIGHT
9 = NINE
10 = TEN

B. 11 = ELEVEN
12 = TWELVE
13 = THIRTEEN
14 = FOURTEEN
15 = FIFTEEN
16 = SIXTEEN
17 = SEVENTEEN
18 = EIGHTEEN
19 = NINETEEN
20 = TWENTY

C. 20 = TWENTY
30 = THIRTY
40 = FOURTY
50 = FIFTH
60 = SIXTY
70 = SEVENTY
80 = EIGHTY
90 = NINETY

D. 100 = ONE HUNDRED
200 = TWO HUNDRED
300 = THREE HUNDRED
400 = FOUR HUNDRED
500 = FIVE HUNDRED
600 = SIX HUNDRED
700 = SEVEN HUNDRED
800 = EIGHT HUNDRED
900 = NINE HUNDRED
1000 = ONE THOUSAND

WORD LIST

E. 165 = ONE HUNDRED SIXTY-FIVE

165.17 = ONE HUNDRED SIXTY-FIVE AND 17/100.

327 = THREE HUNDRED TWENTY-SEVEN

F. 2000 = TWO THOUSAND

3000 = THREE THOUSAND

4000 = FOUR THOUSAND

5000 = FIVE THOUSAND

6000 = SIX THOUSAND

7000 = SEVEN THOUSAND

8000 = EIGHT THOUSAND

9000 = NINE THOUSAND

10,000 = TEN THOUSAND

G. 20,000 = TWENTY THOUSAND

30,000 = THIRTY THOUSAND

40,000 = FORTH THOUSAND

50,000 = FIFTY THOUSAND

60,000 = SIXTY THOUSAND

70,000 = SEVENTY THOUSAND

80,000 = EIGHTY THOUSAND

90,000 = NINETY THOUSAND

100,000 = ONE-HUNDRED THOUSAND

H. 100,000 = ONE-HUNDRED THOUSAND

200,000 = TWO-HUNDRED THOUSAND

300,000 = THREE-HUNDRED THOUSAND

400,000 = FOUR-HUNDRED THOUSAND

500,000 = FIVE-HUNDRED THOUSAND

600,000 = SIX-HUNDRED THOUSAND

700,000 = SEVEN-HUNDRED THOUSAND

800,000 = EIGHT-HUNDRED THOUSAND

900,000 = NINE-HUNDRED THOUSAND

1,000,000 = ONE MILLION

WORD LIST

1. 2,000,000 = TWO MILLION
   3,000,000 = THREE MILLION
   4,000,000 = FOUR MILLION
   5,000,000 = FIVE MILLION
   6,000,000 = SIX MILLION

399

PRE-TEST

WRITE YOUR ANSWERS ON SCRAP PAPER.

1. WRITE OUT 634 INTO WORDS.

2. WRITE OUT 172 INTO WORDS.

3. WRITE OUT $279.12 AS YOU WOULD ON A CHECK OR SAVINGS WITHDRAWAL FORM.

4. WRITE OUT $64.85 AS YOU WOULD ON A CHECK OR SAVINGS WITHDRAWAL FORM.

5. WRITE INTO NUMBERS; THREE-THOUSAND, FOUR-HUNDRED SIXTY TWO.

6. WRITE INTO NUMBERS; SIX MILLION, TWO-HUNDRED TWENTY-THOUSAND, FIVE-HUNDRED NINETY-ONE.

PRACTICE EXERCISE A

DIRECTIONS: PUT THE LETTER IN FRONT OF THE NUMBER THAT MATCHES THE WORD. DO NOT WRITE ON THIS SHEET. WRITE YOUR ANSWERS ON SCRAP PAPER.

MATCHING

_________	1. 17	A.	TWELVE
_________	2. 83	B.	TEN
_________	3. 12	C.	TWENTY-THREE
_________	4. 120	D.	EIGHTY-THREE
_________	5. 65	E.	SEVENTEEN
_________	6. 10	F.	ONE HUNDRED TWENTY
_________	7. 23	G.	SIXTY-FIVE

PRACTICE EXERCISE A

_________ 8. 79

_________ 9. 151

_________ 10. 16

_________ 11. 4,000,385

_________ 12. 19,500

_________ 13. 20,010

_________ 14. 3,460,000

_________ 15. 9,800

H. THREE MILLION, FOUR-HUNDRED SIXTY THOUSAND

I. NINETEEN-THOUSAND, FIVE HUNDRED

J. TWENTY-THOUSAND AND TEN

K. SEVENTY-FIVE

L. FOUR MILLION, THREE-HUNDRED, EIGHTY-FIVE

M. SIXTEEN

N. ONE HUNDRED FIFTY-ONE

O. NINE-THOUSAND, EIGHT-HUNDRED

16-[illegible]0

PRACTICE EXERCISE B

DIRECTIONS:

WRITE YOUR ANSWERS ON SCRAP PAPER.

1. WRITE OUT 13 INTO WORDS.____________________

2. WRITE OUT 37 INTO WORDS.____________________

3. WRITE OUT 62 INTO WORDS.____________________

4. WRITE OUT 119 INTO WORDS.____________________

5. WRITE OUT 345 INTO WORDS.____________________

6. WRITE OUT THE NUMBER FOR FORTY-SEVEN.________
____

7. WRITE OUT THE NUMBER FOR SIX HUNDRED EIGHTY-ONE.____________________________________

8. WRITE OUT $123.95 INTO WORDS.________________
____

PRACTICE EXERCISE B

9. WRITE OUT $1,432.97 INTO WORDS.________________

____

10. WRITE OUT THE NUMBER FOR EIGHT HUNDRED SEVENTY-THREE AND THE WORD FOR 52/100.

____

11. WRITE TEN THOUSAND, TWO HUNDRED SIXTY IN NUMBERS.______________________________

12. WRITE FOUR MILLION, SEVEN HUNDRED, FIFTY THOUSAND INTO NUMBERS.________________________

____

13. WRITE EIGHT HUNDRED NINETY-TWO THOUSAND FIVE HUNDRED FORTY-THREE INTO NUMBERS.

____

TURN PAGE →

POST-TEST

WRITE YOUR ANSWERS ON SCRAP PAPER.

1. WRITE OUT 738 INTO WORDS.
2. WRITE OUT 369 INTO WORDS.
3. WRITE OUT $543.89 AS YOU WOULD ON A CHECK OR SAVINGS WITHDRAWAL FORM.
4. WRITE OUT $246.38 AS YOU WOULD ON A CHECK OR SAVINGS WITHDRAWAL FORM.
5. WRITE FOUR HUNDRED TWENTY THOUSAND, FIVE HUNDRED EIGHTY-NINE INTO NUMBERS.
6. WRITE SEVENTY-TWO THOUSAND, NINE HUNDRED THIRTY-EIGHT INTO NUMBERS.
7. WRITE SEVEN MILLION, FOUR HUNDRED NINETEEN THOUSAND INTO NUMBERS.

medical assistant

unit: INTERPERSONAL RELATIONSHIPS

capital area career center

module: 4401 17 001 7 **date:** 12/77 **level:** III

skill title: HOW TO SOLVE SOME PROBLEMS BETWEEN MEDICAL OFFICE WORKERS

developed & written by: BEVERLY VARNEY

visuals by:

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

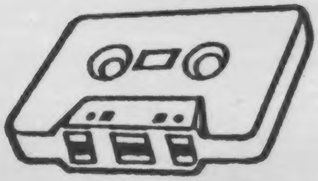
HOW TO SOLVE SOME PROBLEMS A MEDICAL ASSISTANT MAY FIND ON THE JOB.

AND IN ORDER TO DO THIS YOU WILL NEED:

THE SET OF PROBLEMS FROM THIS MODULE INVOLVING YOU, THE M.A. AND OTHER PEOPLE WITH WHOM YOU WORK.

WE WILL KNOW YOU CAN DO IT WHEN:

YOU DEMONSTRATE THAT YOU UNDERSTAND HOW TO SOLVE THE PROBLEMS BY GIVING CORRECT ANSWERS TO THE QUESTIONS IN THE MODULE.



A TAPE OF THIS MODULE IS AVAILABLE

1

INFORMATION

WHEN YOU TAKE YOUR FIRST JOB AS A MEDICAL ASSISTANT, YOU WILL FIND YOURSELF IN A NEW AND EXCITING WORLD. IT CAN BE SCARY, SOMETIMES, WHEN YOU RUN INTO PROBLEMS YOU HAVE NOT EXPECTED NOR THOUGHT ABOUT BEFORE. IT WOULD BE IMPOSSIBLE TO TELL YOU HOW TO SOLVE EVERY PROBLEM YOU'LL MEET, BUT YOU WILL BE BETTER PREPARED IF YOU UNDERSTAND MORE ABOUT WHAT GOES ON IN A MEDICAL OFFICE.

IN ORDER TO GIVE YOU MORE UNDERSTANDING, READ THE FOLLOWING.
YOUR ROLE AS A MEDICAL ASSISTANT, CHAPTERS 1, 3, 22, 23, 24.
THIS MAY LOOK LIKE A LOT OF READING BUT MOST CHAPTERS ARE 3-4 PAGES, AND EASY READING.

JOB STEPS

THE FOLLOWING ARE ALL PROBLEMS WHICH HAVE HAPPENED IN "REAL LIFE" MEDICAL OFFICES IN OUR AREA. THERE ARE NO TRULY RIGHT NOR TRULY WRONG ANSWERS, SO DON'T WORRY ABOUT YOUR ANSWERS.

1. CHOOSE WHAT YOU THINK ARE THE BEST ANSWERS AND DISCUSS IT WITH YOUR INSTRUCTOR. USE AS MANY ANSWERS AS YOU THINK ARE CORRECT.

SITUATION 1.

YOUR EMPLOYER INVITES YOU TO LUNCH. YOU WOULD ACCEPT IF:

A. NO ONE IN THE OFFICE GOES OUT TO LUNCH.

B. YOU KNOW HE/SHE HAS BUSINESS TO TALK OVER WITH YOU.

C. IT'S SPECIAL, LIKE YOUR BIRTHDAY.

D. YOUR MARRIED EMPLOYER IS OF THE OPPOSITE SEX AND HAS A REPUTATION FOR "PLAYING AROUND".

JOB STEPS

SITUATION 2.

IN AN OFFICE EMPLOYING TWO MEDICAL ASSISTANTS AND AN R.N., ONE OF THE MEDICAL ASSISTANTS IS SANDY, WHO IS JEWISH; HER RELIGION IS VERY IMPORTANT TO HER AND SHE CLINGS TO THE ORTHODOX WAYS. THIS WAS BROUGHT OUT IN HER PRE-EMPLOYMENT INTERVIEW BUT AT THAT TIME NO ONE SEEMED TO THINK IT WOULD CAUSE A PROBLEM. NOW, AS TIME GOES ON, IT IS APPARENT THERE WILL BE SOME REAL CONFLICTS AS HER RELIGIOUS HOLIDAYS ARE ON DIFFERENT DAYS AND SHE BEGINS HER SABBATH AT SUNDOWN ON FRIDAYS.

A. SUGGEST THE DOCTOR TELL SANDY TO LOOK FOR ANOTHER JOB.

B. VOLUNTEER TO WORK EXTRA TIME FOR SANDY.

C. SUGGEST SANDY HAVE FRIDAY AFTERNOONS AND HER HOLIDAYS OFF, AND WORK ON SUNDAY TO CATCH UP THE PAPERWORK.

D. TELL YOUR BOSS YOU WANT TO HAVE FRIDAY AFTERNOONS OFF IF SANDY HAS THEM OFF.

1

JOB STEPS

SITUATION 3.

TOM CURTIS IS A NEW EMPLOYEE IN YOUR OFFICE. HE WAS A CORPSMAN IN THE ARMY IN VIETNAM AND HAS HAD A LOT OF BATTLEGROUND EXPERIENCE. HE HAS BEEN HIRED TO DO THE ROUTINE PHYSICAL EXAMS LIKE INSURANCE PHYSICALS, PRE-EMPLOYMENT PHYSICALS AND WELL-BABY CHECK-UPS. THE REMAINING TIME HE IS TO HELP THE M.A. WITH FILING. THE M.A. HAS WORKED IN THE OFFICE FOR 15 YEARS AND IS A GOOD MANAGER BUT IS LOOKING FORWARD TO SOME EXTRA HELP. THE OTHER EMPLOYEE IS AN L.P.N. WHO HAS WORKED FOR THE DOCTOR FOR 5 YEARS. WHEN PAYDAY COMES THE TWO "OLD TIMERS" FIND THAT TOM IS GETTING MORE MONEY THAN THEY ARE, IN ADDITION TO THIS HE DOES VERY LITTLE FILING.

A. THE M.A. AND L.P.N. SHOULD TREAT TOM UNKINDLY AND HOPE HE QUITS.

B. THE M.A. AND L.P.N. SHOULD NOT BE UPSET BECAUSE TOM IS MORE SKILLED THAN THEY ARE AND SHOULD BE PAID MORE.

C. THE M.A. AND L.P.N. SHOULD TALK TO THEIR BOSS ABOUT THEIR FEELINGS, IF THEY FEEL THEY DESERVE MORE MONEY.

SITUATION 4.

CONNIE IS A NEW M.A. IN YOUR OFFICE. SHE HAS HAD EXPERIENCE AND SEEMS TO HAVE A LOT ON THE BALL. YOU ARE TO ORIENT HER TO YOUR OFFICE ROUTINE. THE FIRST WEEK SHE WORKS ONE DAY AND THEN HAS TO BE OFF BECAUSE HER TWINS, THREE YEAR OLDS, ARE ILL. SHE THEN RETURNS FOR TWO DAYS AND BECOMES ILL HERSELF. SHE IS IN THE MIDST OF A DIVORCE AND SEEMS QUITE UPSET ABOUT IT.

A. CONNIE DESERVES A CHANCE TO TRY AGAIN. SHE CAN'T HELP IT BECAUSE SHE WAS SICK.

1

JOB STEPS

B. CONNIE SHOULD BE REPLACED.

C. CONNIE SHOULD FIND A RELIABLE BABY-SITTER SO SHE DOESN'T HAVE TO BE AT HOME WHEN THE TWINS ARE ILL.

D. CONNIE SHOULD QUIT.

SITUATION 5.

JIM IS A NEW M.A. IN YOUR OFFICE. HE HAS 27 YEARS EXPERIENCE. HE IS A "TAKE-OVER" KIND OF PERSON WHO HAS BEGUN TO TRY TO CHANGE THE WHOLE OFFICE ROUTINE.

A. YOU AND JIM SHOULD TRY TO LEARN FROM EACH OTHER.

B. YOU SHOULD TELL JIM TO "BUG-OFF" AND TO DO THINGS YOUR WAY.

C. YOU SHOULD TELL JIM THAT YOU DO THINGS THE WAY YOU DO BECAUSE THAT'S THE WAY THE DOCTOR WANTS THEM.

-1

JOB STEPS

SITUATION 6.

YOU SUSPECT GLADYS, THE RECEPTIONIST, IS STEALING FROM THE DOCTOR BY CHANGING THE FIGURES IN THE BOOKS. YOU DO NOT WANT TO ACCUSE HER AS YOU ARE NOT SURE IF IT'S TRUE.

A. YOU TELL THE DOCTOR SHE IS STEALING.

B. YOU TELL GLADYS YOU KNOW SHE IS STEALING AND IF SHE DOESN'T STOP YOU'LL TELL THE DOCTOR.

C. YOU CHECK TO SEE IF YOU CAN PROVE WHAT YOU SUSPECT, AND IF YOU CAN, YOU TELL THE DOCTOR.

D. YOU DON'T DO ANYTHING, IT'S NOT REALLY ANY OF YOUR BUSINESS.

JOB STEPS

2. ANSWER THE FOLLOWING.

THE BEST WAY TO SOLVE ANY PROBLEM IS:

A. TO TALK IT OVER WITH YOUR BEST FRIEND.

B. TO BE PATIENT AND WAIT FOR IT TO SOLVE ITSELF.

C. TO GET ANGRY AND "FIGHT IT OUT".

D. TO DISCUSS IT, WITH ALL OF THE PEOPLE INVOLVED, AT ONE TIME.

THE PROBLEMS STAFF MEMBERS HAVE IN A MEDICAL OFFICE WILL MOST OFTEN BE SOLVED BY:

A. THE M.A.

B. ALL STAFF

C. THE DOCTOR

3. DISCUSS ALL YOUR ANSWERS WITH YOUR INSTRUCTOR.

medical assistant

unit: MEDICAL OFFICE FIRST AID

capital area career center

module: 4401 18 003 7 date: 8/77 level:

skill title: RECOGNITION AND CONTROL OF BLEEDING IN EMERGENCY SITUATIONS

developed & written by: PAT PITTENGER

visuals by: MARY ANN GAMEL

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

HOW TO GIVE FIRST AID IN THE ABSENCE OF THE DOCTOR TO A PATIENT WITH A SUPERFICIAL LACERATION, A DEEP LACERATION, OR A NOSE BLEED.

AND IN ORDER TO DO THIS YOU WILL NEED:

COT OR EXAMINING TABLE
BASIN, SOAP, AND WATER
BATH TOWEL
BANDAGE SCISSORS
STERILE GAUZE AND STERILE ROLLER BANDAGE
ADHESIVE TAPE
SUTURE SET AND SUTURE
STERILE TOWELS AND DRAPE
STERILE GLOVES
NASAL SPECULUM
NASAL FORCEPS

WE WILL KNOW YOU CAN DO IT WHEN:

1. YOU THOROUGHLY WASH THE LACERATIONS IN ORDER TO PREVENT INFECTION.
2. YOU CONTROL THE BLEEDING OR REFER THE PATIENT ELSE WHERE IF NECESSARY.
3. YOU APPLY A TEMPORARY DRESSING, IF NEEDED.
4. YOU SEE TO IT THAT THE DOCTOR SEES THE PATIENT AS SOON AS HE/SHE ARRIVES.
5. YOU MAKE SURE THE PATIENT IS PHYSICALLY AND MENTALLY COMFORTABLE.
6. YOU RECORD ON PATIENT'S CHART THE DESCRIPTION OF INJURY AND AID GIVEN.

A TAPE OF THIS MODULE IS AVAILABLE.

WORD GUIDE

ABRASION - ONLY SKIN IS SCRAPED OFF.

LACERATION - A JAGGED OR UNEVEN CUT INVOLVING TISSUE.

PUNCTURE - SMALL DEEP CUT MADE BY A SHARP, POINTED INSTRUMENT.

INCISIONS - A CLEAN CUT USUALLY MADE BY A DOCTOR

INFORMATION

ONE OF THE MOST COMMON ACCIDENT CASES TREATED IN THE DOCTOR'S OFFICE INVOLVES BLEEDING FROM A CUT OR OTHER ACCIDENTIAL INJURIES.

IN A SHORT PERIOD OF TIME, DEATH MAY RESULT FROM SEVERE BLEEDING OF ARTERIES OR VEINS. REMEMBER: A CUT ARTERY CAUSES SPURTING OF BRIGHT, RED, BLOOD. A CUT VEIN CAUSES A FLOW OF DARK, RED, OR BLUISH BLOOD.

INFORMATION

OPEN WOUNDS ARE CLASSIFIED AS FOLLOWS:

1. ABRASIONS
2. LACERATIONS
3. PUNCTURES
4. INCISIONS

ALL PATIENTS SHOULD SEE A DOCTOR WHEN THE FOLLOWING OCCURS:

1. BLOOD IS SPURTING.
2. SLOW BLEEDING CONTINUES BEYOND 4-10 MINUTES.
3. THERE ARE PARTICLES IN THE WOUND THAT WILL NOT WASH OUT.
4. THERE IS A DEEP PUNCTURE WOUND.
5. THE WOUND IS LONG OR WIDE AND MAY REQUIRE STITCHES.
6. A NERVE OR TENDON MAY BE CUT AS IN HAND WOUNDS.

INFORMATION

7. THE WOUND IS ON THE FACE OR WHEREVER A NOTICEABLE SCAR WOULD BE UNDERSIRABLE.

8. THE WOUND CANNOT BE COMPLETELY CLEANED.

9. THE WOUND WAS IN CONTACT WITH SOIL OR MANURE.

10. THE WOUND IS A BITE FROM AN ANIMAL OR HUMAN.

11. THE FIRST SIGNS OF INFECTION, PAIN, SWELLING, OR REDDNESS APPEARS AROUND WOUND.

PRESENT UNITED STATES PUBLIC HEALTH SERVICE GUIDELINES FOR TETANUS BOOSTERS AND IMMUNIZATIONS ARE AS FOLLOWS:

DPT #1 - 2 MONTHS OF AGE
DPT #2 - 3 MONTHS OF AGE
DPT #3 - 4 MONTHS OF AGE
DPT BOOSTER #1 - 18 MONTHS
DPT BOOSTER #2 - 5 YEARS
SUBSEQUENT BOOSTERS - EVERY TEN YEARS

3

INFORMATION

TETANUS IN WOUND MANAGEMENT: UNLESS THE WOUND IS A SEVERE AND VERY DIRTY WOUND, THE PATIENT IS CONSIDERED PROTECTED AGAINST TETANUS IF HE/SHE HAS HAD A BOOSTER IN THE PAST FIVE YEARS. IF THE WOUND IS SEVERE AND DIRTY AND MORE THAN TWO YEARS HAS ELAPSED, THE PATIENT WILL NEED A BOOSTER. IF THE WOUND IS DIRTY AND SEVERE AND LESS THAN TWO YEARS HAS ELAPSED, THE PATIENT IS CONSIDERED PROTECTED BY THE U.S.P.H.S., HOWEVER, MANY DOCTORS FEEL A BOOSTER SHOULD BE GIVEN ANYWAY.

INDIVIDUAL DOCTORS MAY VARY THE ABOVE SCHEDULE AS THEY SEE FIT, SO BE CERTAIN TO CHECK WITH THE DOCTOR REGARDING HIS/HER PREFERENCE.

JOB STEPS

PART I

1. READ THE FOLLOWING SITUATION:

   SITUATION A

   A YOUNG FATHER COMES INTO THE OFFICE WITH HIS FIVE YEAR OLD SON. THE BAG HAD FALLEN OFF HIS BIKE. HE HAS A FEW ABRASIONS AND ONE SUPERFICIAL CUT ON HIS RIGHT LEG.

2. HAVE THE FATHER BRING THE CHILD INTO THE EXAMINING ROOM. TELL THE CHILD HIS FATER CAN HOLD HIM, IF HE IS QUIET, WHILE YOU LOOK AT HIS WOUNDS AND WASH THEM.

3. EXPLAIN TO THE CHILD EVERYTHING YOU ARE GOING TO DO.

4. WASH YOUR HANDS.

JOB STEPS

5. FILL A SMALL BASIN WITH SOPA, WATER, AND STERILE GAUZE SQUARES. GENTLY WASH ALL INJURED AREAS BY FIRST RUBBING DIRECTLY OVER THE WOUNDS, THEN SURROUNDING AREAS. (DO NOT TOUCH WOUND WITH FINGERS). WHEN FINISHED, THROW AWAY GAUZE SQUARES AND EMPTY BASIN.

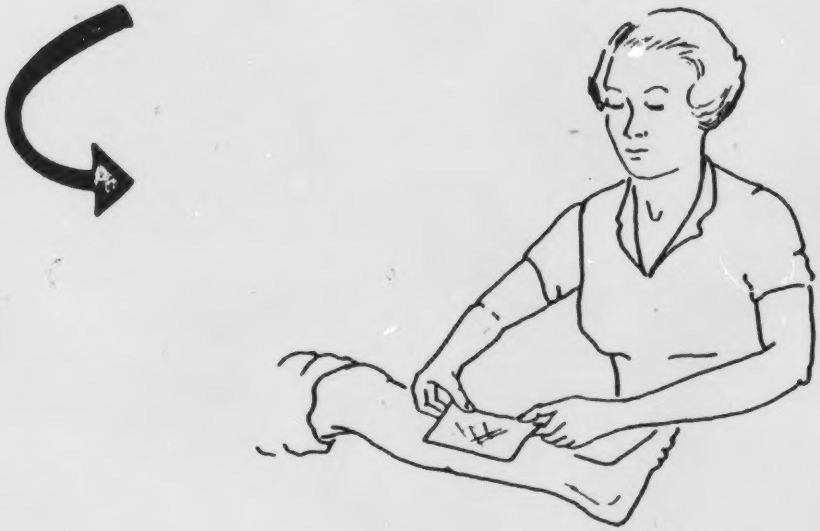
6. FILL BASIN WITH COOL WATER AND STERILE GAUZE SQUARES. DO NOT WRING OUT GAUZE SQUARES, BUT RATHER, SQUEEZE OUT OVER WOUNDS. REPEAT THESE STEPS SEVERAL TIMES, UNTIL ALL WOUND ARE COMPLETELY RINSED.

7. IF POSSIBLE, TAKE THE CHILD TO THE SINK AND CLEANSE THE AREAS UNDER RUNNING WATER.

NOTE: SOME ABRASIONS DO NOT NEED TO BE COVERED, UNLESS THEY ARE IN CONTACT WITH CLOTHING.

JOB STEPS

8. APPLY A DRY STERILE DRESSING LARGE ENOUGH TO COVER THE SUPERFICIAL CUT.



9. HAVE THE DOCTOR CHECK THE CHILD AS SOON AS HE/SHE ARRIVES.

10. WITH THE DOCTOR'S PERMISSION FASTEN THE DRESSING WITH TAPE AND/OR ROLLER GAUZE.

JOB STEPS

11. IF THE FATHER CALLS FOR HELP ON THE PHONE, INSTRUCT HIM TO DO THE FOLLOWING:

    A. CLEANSE WOUND & SURROUNDING AREAS WITH SOAP AND WATER.

    B. RINSE UNDER RUNNING WATER.

    C. ASK HIM THE SIZE (DEPTH & LENGTH) OF WOUND.

    D. CHECK IF WOUND WAS FROM A DIRTY OBJECT

    E. CHECK HOW LONG SINCE THE CHILD'S LAST TETANUS INJECTION.

NOTE: IF WOUND WAS CAUSED BY A DIRTY OBJECT AND IT HAS BEEN MORE THAN TWO YEARS SINCE LAST TETANUS BOOSTER, HAVE FATHER IMMEDIATELY BRING IN CHILD.

JOB STEPS

PART II

1. READ THE FOLLOWING SITUATION:

   A TEENAGE GIRL COMES INTO THE OFFICE WITH A DEEP LACERATION THAT IS PROFUSELY BLEEDING. THE DOCTOR IS NOT IN THE OFFICE.

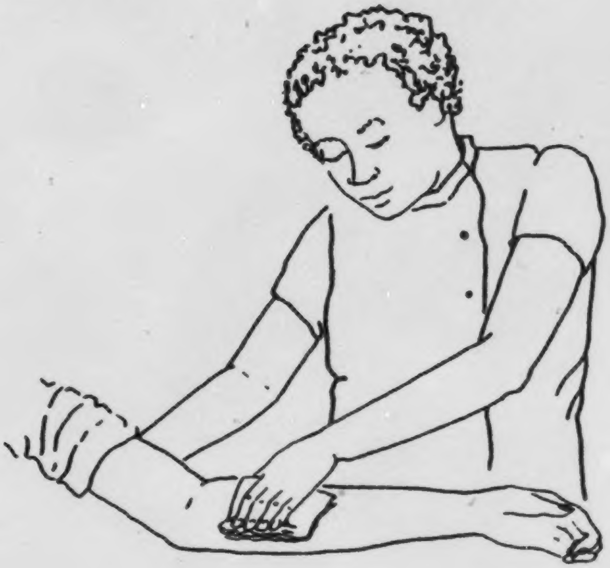
2. QUICKLY TAKE PATIENT TO EXAM ROOM.

3. HAVE THE PATIENT LAY DOWN (YOU DO NOT WANT HER FAINTING FROM THE SIGHT OF, OF FROM LOSS OF BLOOD).

4. IF THE PATIENT OR SOMEONE ELSE IS APPLYING PRESSURE TO THE WOUND, WASH YOUR HANDS.

5. TAKE SEVERAL GAUZE SQARES AND PLACE DIRECTLY OVER THE WOUND.

6. USING THE PALM OF YOUR HAND OR PLACING FOUR FINGERS FLAT OVER THE WOUND, DIRECTLY APPLY PRESSURE TO THE WOUND.



7. DO NOT REMOVE THE PAD FOR ANY REASON.

8. IF BLOOD SOAKS THROUGH THE PAD, ADD MORE LAYERS.

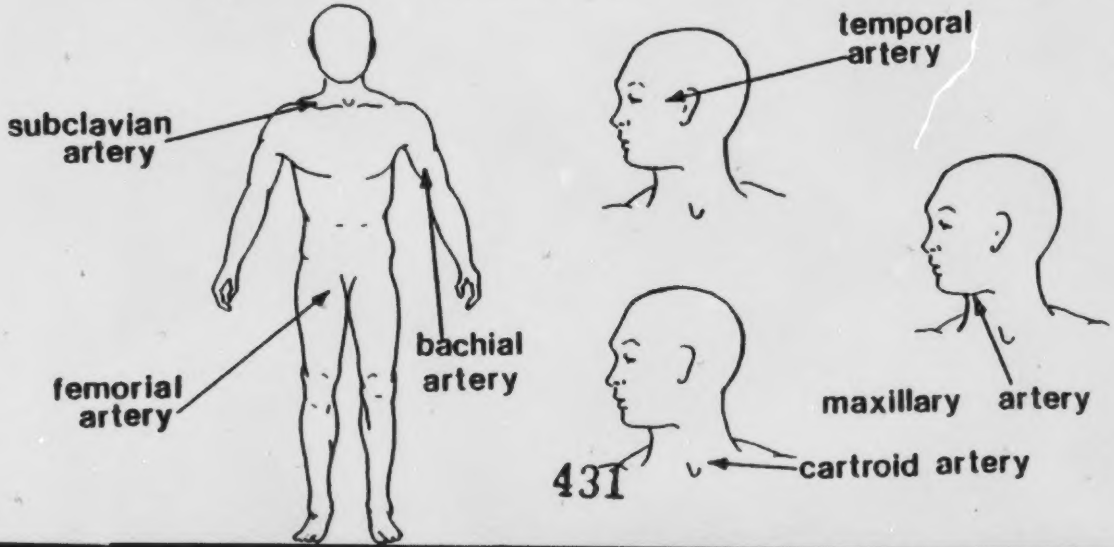
JOB STEPS

9. IF THE WOUND IS ON A HAND, ARM, LEG, OR NECK, RAISE AREA WITH A PILLOW OR OTHER OBJECT.

10. IF BLEEDING IS STILL SEVERE, APPLY PRESSURE ON THE MAIN ARTERY BETWEEN THE WOUND AND THE HEART.

NOTE: ONLY APPLY PRESSURE TO THE ARTERY UNTIL THE BLEEDING STOPS; PRESSURE ON AN ARTERY STOPS CIRCULATION.

THE FOLLOWING ILLUSTRATES THE PRESSURE POINTS:


temporal artery
subclavian artery
bachial artery
femorial artery
maxillary artery
cartroid artery

JOB STEPS

11. IF YOU ARE UNABLE TO CONTROL THE BLEEDING, ARRANGE FOR IMMEDIATE TREATMENT AT THE HOSPITAL OR BY ANOTHER DOCTOR. USE THE FOLLOWING PROCEDURE:

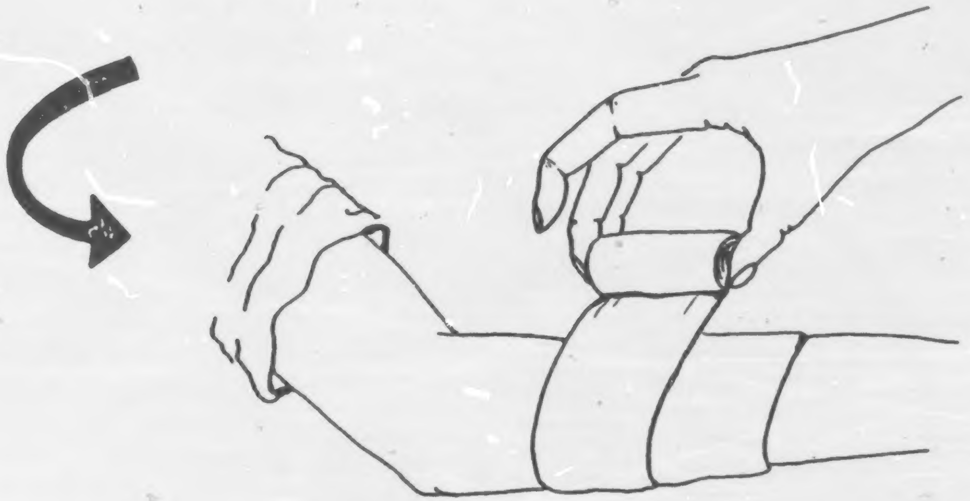
    A. HAVE ANOTHER PERSON MAKE THE ARRANGEMENTS WHILE YOU CONTINUE THE PRESSURE.

    B. HAVE A RELATEIVE CONTINUE THE PRESSURE AND YOU MAKE THE ARRANGEMENTS.

    C. IF YOU ARE ALONE, INSTRUCT THE PATIENT TO APPLY PRESSURE THEN, IMMEDIATELY CALL AN AMBULANCE, UNLESS YOU KNOW ANOTHER DOCTOR IS AVAILABLE RIGHT AWAY.

JOB STEPS

12. IF THE BLEEDING STOPS, TAKE A ROLL OF GAUZE AND FIRMLY WRAP OVER GAUZE SQUARES SEVERAL TIMES. SECURE WITH TAPE.



JOB STEPS

13. SET UP THE TRAY TABLE WITH THE FOLLOWING ITEMS:

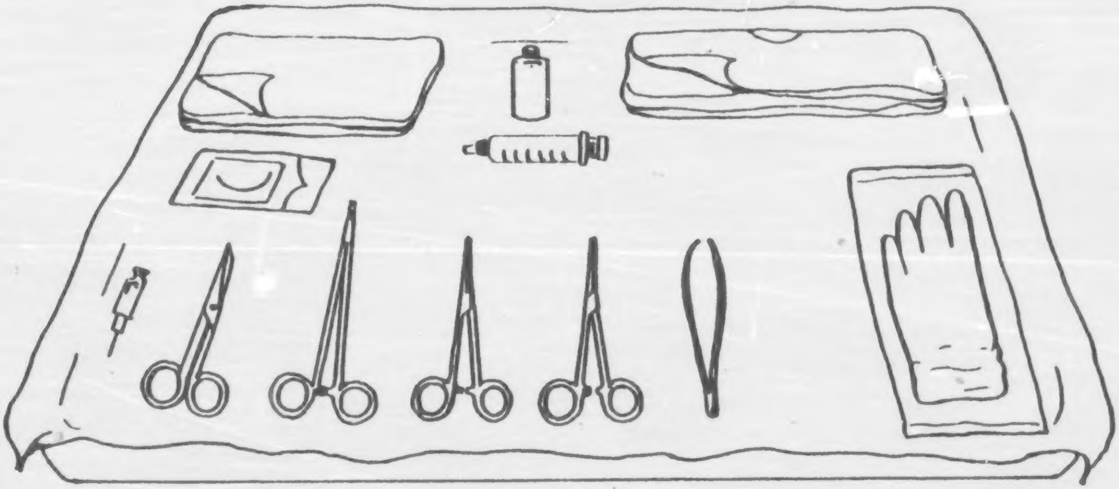
A. SUTURE SET (NEEDLE HOLDER, HEMOSTATS TISSUE FORCEPS SCISSORS, SUTURE, AND NEEDLESS)

B. 2 STERILE TOWELS

C. 1 DRAPE STERILE

D. STERILE GLOVES FOR THE DOCOTR

E. SYRINGE, NEEDLE, AND XYLO CAINE



JOB STEPS

14. CONTINUE TO CHECK THE PATIENT UNTIL THE DOCTOR ARRIVES. TAKE BLOOD PRESSURE AND PULSE.

15. HAVE DOCTOR CHECK PATIENT AS SOON AS HE/SHE ARRIVES.

16. RECORD THE TREATMENT ON PATIENT'S CHART.

PART III

1. READ THE FOLLOWING SITUATION:

SITUATION C

A PATIENT COMES INTO THE OFFICE WITH A NOSE BLEED THAT IS NOT CAUSED FROM AN INJURY.

2. HAVE THE PATIENT SIT UP AND SLIGHTLY TILT HEAD BACK.

JOB STEPS

3. TELL PATIENT TO BREATHE THROUGH THEIR MOUTHS.

4. LOOSEN PATIENT'S COLLAR, IF TIGHT.

5. WET A TOWEL OR WASH CLOTH IN COLD WATER. WRING OUT AND PLACE ON BRIDGE OF NOSE OR BACK OF NECK (USE ICE IF AVAILABLE).

6. ON THE BLEEDING SIDE OF NOSE, PRESS THE NOSTRIL AGAINST THE CENTRAL PORTION OF THE NOSE FOR SEVERAL MINUTES.

   NOTE: THIS USUALLY STOPS THE BLEEDING AND GIVES THE BLOOD A CHANCE TO CLOT.

7. IF THE BLEEDING DOES NOT STOP, PACK THE NOSE WITH GAUZE. USE THE FOLLOWING PROCEDURE:

JOB STEPS

A. WITH ONE HAND, TAKE THE NASAL SPECULUM. GENTLY INSERT JUST INSIDE THE NOSE. TO DETERMINE WHICH SIDE IS BLEEDING, CHECK EACH SIDE.

NOTE: YOU WILL NEED A GOOD LIGHT.

B. OPEN A ROLL OF 1/2 INCH STERILE GAUZE.

C. TAKE THE NASAL FORCEPS AND GRASP ONE END OF THE GAUZE.

D. GENTLY BUT FIRMLY PUSH THE GAUZE INTO THE BLEEDING SIDE.

E. TALK TO THE PATIENT, REASSURING HIM/HER AS YOU PROCEED.

F. TELL THE PATIENT NOT TO BLOW THEIR NOSE FOR ONE OR TWO HOURS SO HE/SHE WILL NOT IRRITATE ANY BLOOD CLOTS.

G. RECORD TREATMENT ON THE PATIENT'S CHART.

H. HAVE THE DOCTOR SEE THE PATIENT.

JOB STEPS

PART IV

1. READ THE FOLLOWING SITUATION:

   SITURATION D

   YOU HAVE A PATIENT IN THE OFFICE WITH ABDOMINAL PAIN AND COUGHING UP BLOOD.

2. HAVE THE PATIENT LIE DOWN.

3. ASK THE PATIENT IF HE/SHE HAS HAD ANY RECENT SURGERY, AN ACCIDENT, OR INJURY.

4. YOU FIND OUT IF THE PATIENT WAS INVOLVED IN A FIGHT AND WAS HIT IN THE STOMACH.

5. TAKE THE PATIENT'S BLOOD PRESSURE, PULSE, AND RESPIRATION.

JOB STEPS

6. NOTE: ANY SIGNS OF SHOCK. THE FOLLOWING IS A LIST OF SHOCK SIGNS:

   A. COLD, CLAMMY, PALE SKIN
   B. RAPID, WEAK PULSE
   C. RAPID BREATHING
   D. PERSPIRATION
   E. EXTREME RESTLESSNESS
   F. THIRST
   G. NAUSEA/VOMITING
   H. LOSS OF ALERTNESS

7. IF THE PATIENT'S BLOOD PRESSURE IS BELOW 80/60, PULSE IS RAPID AND WEAK AND PATIENT SHOWS ONE OR MORE SIGNS OF SHOCK, YOUR PATIENT IS PROBABLY BLEEDING INTERNALLY.

8. IMMEDIATELY CALL THE AMBULANCE AND MAKE ARRANGEMENTS TO ADMIT PATIENT TO THE HOSPITAL.

JOB STEPS

9. WHEN THE PATIENT'S BLOOD PRESSURE AND PULSE ARE NORMAL, NO SIGNS OF SHOCK ARE APPARENT AND THE DOCTOR IS EXPECTED IN 30 MINUTES OR SOONER, KEEP PATIENT IN THE OFFICE.

10. CHECK VITAL SIGNS EVERY 10 MINUTES.

11. KEEP PATEINT WARM, COMFORTABLE AND OFFER REASSURANCE.

12. HAVE DOCTOR CHECK PATIENT IMMEDIATELY UPON HIS/HER ARRIVAL.

13. ON PATIENT'S CHART, RECORD ALL OBSERVATIONS, PATIENT'S DESCRIPTION OF WHAT HAPPENED, AND VITAL SIGNS.

JOB STEPS

PART V

1. READ THE FOLLOWING SITUATION:

SITUATION E

A PARENT CALLS TO SAY THEIR CHILD HAS STEPPED ON A "DIRTY" OR "RUSTY" NAIL.

2. FOLLOW THE PROCEDURE BELOW:

   A. GET THE NAME AND AGE OF THE CHILD

   B. ASK HOW FAR THE NAIL WENT IN OR HOW DEEP THE WOUND IS.

   C. CHECK FOR ANY BLEEDING.

   D. CHECK HOW LONG AGO IT HAPPENED

   E. CHECK WHEN THE CHILD'S LAST TETANUS BOOSTER WAS. YOU MAY HAVE TO CHECK THE PATIENT'S CHART FOR THE DATE.

TURN PAGE →

JOB STEPS

3. IF THE WOUND IS A SUPERFICIAL SCRATCH, AND THE CHILD HAS HAD A BOOSTER WITHIN THE LAST 2 YEARS, TELL THE PARENT TO FOLLOW THE PROCEDURE BELOW:

    A. THOROUGHLY WASH THE WOUND IN SOAP AND WATER

    B. APPLY AN ANTISEPTIC BETADINE OR MERTHIOLATE.

    C. COVER WITH A BAND AIDE.

    D. TELL PARENT YOU WILL CALL BACK AFTER CHECKING WITH THE DOCTOR.

4. IF THE WOUND IS DEEP, HAVE PARENT CLEAN THE WOUND AS INSTRUCTED AND THEN BRING THE CHILD INTO THE OFFICE FOR THE DOCTOR TO CHECK.

5. RECORD PHONE CALL AND INSTRUCTIONS ON THE CHILD'S RECORD.

medical assistant

unit: BANKING

capital area career center

module: 4401 19 001 7 date: 8/77 level: I

skill title: MAKING A BANK DEPOSIT INTO A CHECKING ACCOUNT

developed & written by: PAT PITTENGER

visuals by:

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

HOW TO MAKE A BANK DEPOSIT AND HOW TO TRANSFER A DEPOSIT TO THE CHECKING ACCOUNT.

AND IN ORDER TO DO THIS YOU WILL NEED:

SCRIPT (MONEY)

SAMPLE CHECKS

RUBBER STAMPS MARKED "FOR DEPOSIT ONLY" FOR "DR. ________"

INK PAD

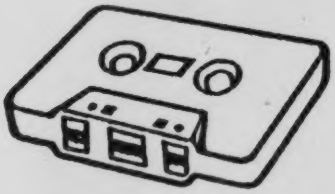
PAPER CLIP AND/OR RUBBER BANDS

PEN AND SCRATCH PAD

DEPOSIT SLIP

E WILL KNOW YOU CAN DO IT WHEN:

1. YOU ACCURATELY COUNT THE MONEY.
2. YOU LOOK OVER THE CHECKS FOR ERRORS.
3. YOU STAMP THE CHECKS.
4. YOU SEPERATELY LIST THE CHECKS.
5. YOU ACCURATELY TOTAL THE CHECKS.
6. YOU CORRECTLY WRITE OUT THE DEPOSIT RECEIPT.
7. YOU RECORD THE DEPOSIT IN THE CHECKBOOK.



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INFORMATION

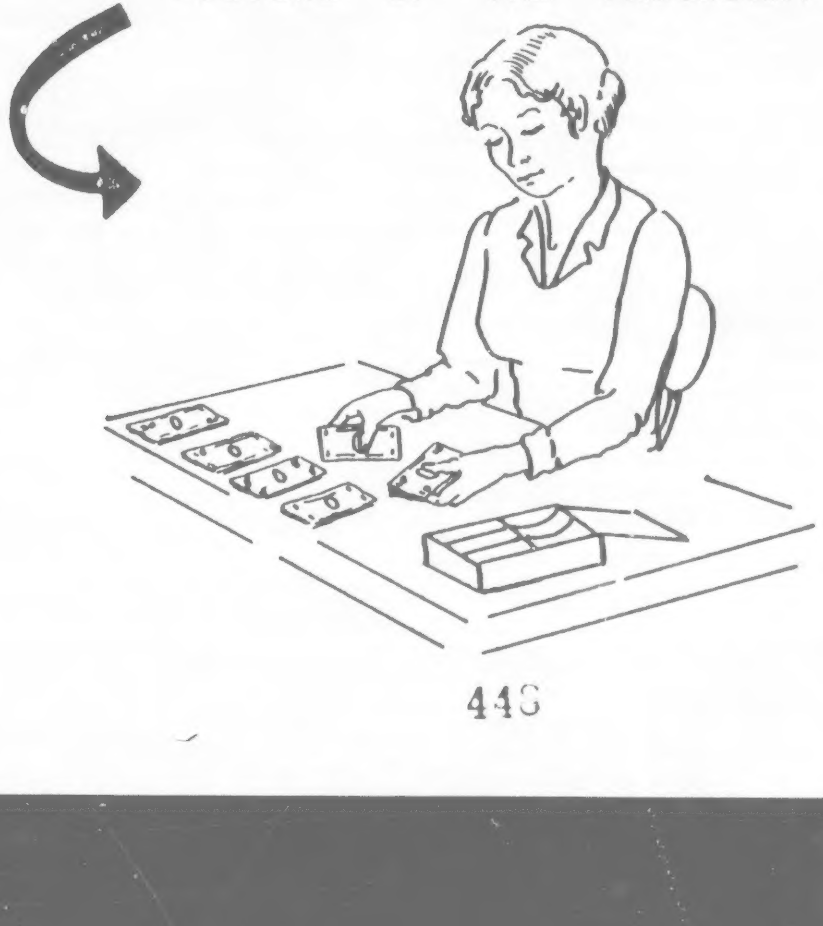
HOW OFTEN YOU WILL NEED TO MAKE A BANK DEPOSIT WILL DEPEND ON THE OFFICE WHERE YOU WORK. MOST DOCTORS PREFER TO HAVE A DEPOSIT MADE EVERY DAY TO INSURE THEM THEIR MONEY IS SECURE.

JOB STEPS

1. READ THE MOD THROUGH FIRST. THEN, COLLECT YOUR MATERIALS.

2. TAKE ALL THE MONEY BILLS OF THE SAME VALUE AND PLACE THEM IN THE SAME PILE.

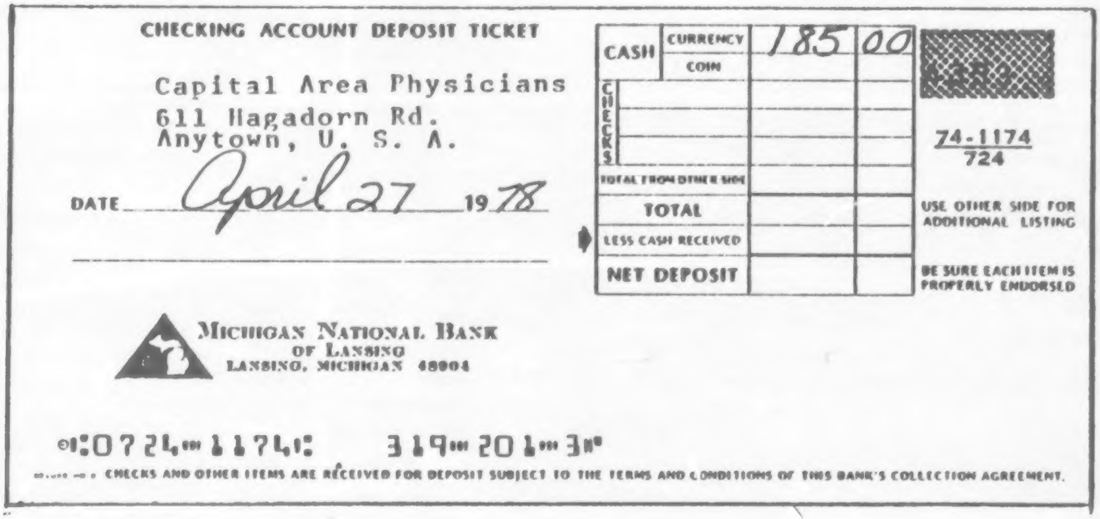
   NOTE: EACH BILL SHOULD BE FACE UP WITH PICTURE OF THE PRESIDENT FACING YOU.



JOB STEPS

3. TO BE ACCURATE, COUNT THE MONEY TWICE. ON A PAD OF PAPER, WRITE THE TOTAL EACH TIME YOU COUNT.

4. ON DEPOSIT SLIP AND WITH A PEN, WRITE THE AMOUNT OF MONEY AFTER THE WORD "CURRENCY".



CHECKING ACCOUNT DEPOSIT TICKET

Capital Area Physicians
611 Hagadorn Rd.
Anytown, U. S. A.

DATE April 27 1978

CASH	CURRENCY	185	00
	COIN		
CHECKS			
TOTAL FROM OTHER SIDE			
TOTAL			
LESS CASH RECEIVED			
NET DEPOSIT			

74-1174
724

USE OTHER SIDE FOR ADDITIONAL LISTING

BE SURE EACH ITEM IS PROPERLY ENDORSED

MICHIGAN NATIONAL BANK
OF LANSING
LANSING, MICHIGAN 48904

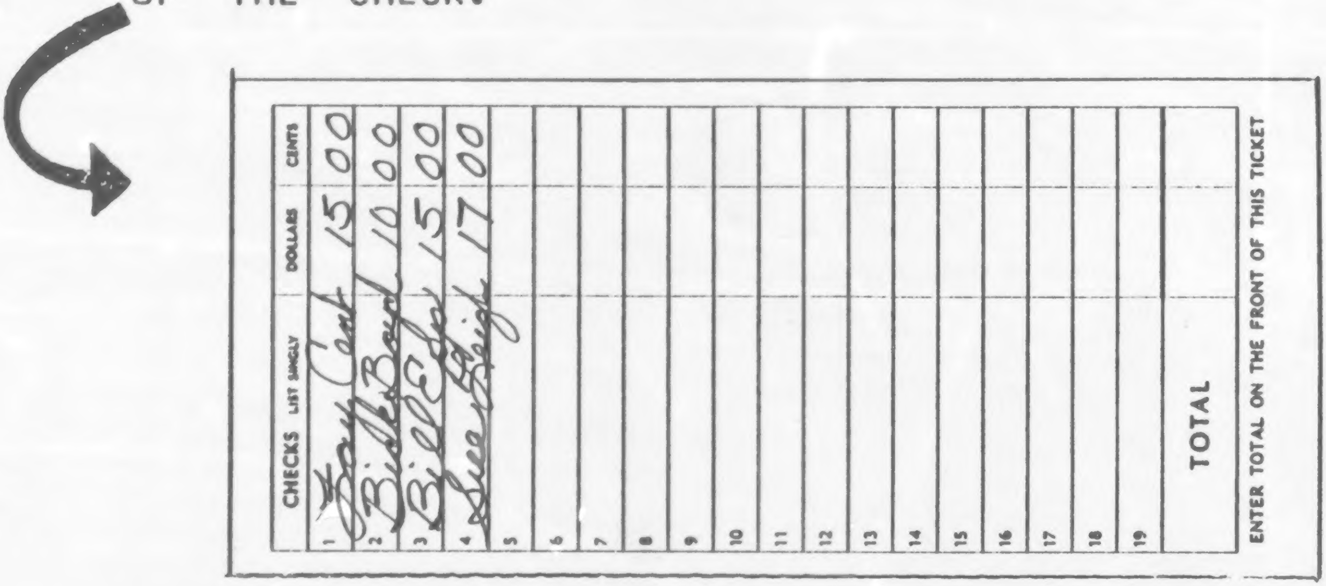
0724 1174 319 201 3

CHECKS AND OTHER ITEMS ARE RECEIVED FOR DEPOSIT SUBJECT TO THE TERMS AND CONDITIONS OF THIS BANK'S COLLECTION AGREEMENT.

JOB STEPS

5. THEN, LOOK AT ALL THE CHECKS, MAKING SURE EACH CHECK HAS BEEN SIGNED, INCLUDES THE CORRECT DATE AND IS MADE OUT TO THE CORRECT DOCTOR. CHECK TO SEE THE FIGURE AMOUNT AND WRITTEN AMOUNT ARE THE SAME.

6. NOW, ON THE BACK OF THE DEPOSIT SLIP, LIST THE CHECKS. WRITE THE NAME OF THE PERSON WHO WROTE THE CHECK AND THE AMOUNT OF THE CHECK.



	CHECKS LIST SINGLY	DOLLARS	CENTS
1	Tony Cart	15	00
2	Billie Boyd	10	00
3	Bill Edsel	15	00
4	Sue Leigh	17	00
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
TOTAL			

ENTER TOTAL ON THE FRONT OF THIS TICKET

JOB STEPS

7. TOTAL THE AMOUNTS AND WRITE IT AT THE BOTTOM OF THE DEPOSIT SLIP.

   NOTE: SOME DOCTOR'S HAVE ADDING MACHINES, IF NOT, CHECK YOUR ADDITION AT LEAST TWICE. COUNTING THE CHECKS YOU RECEIVE IN THE MAIL YOU MAY HAVE OVER 100 CHECK TO ADD UP!!

8. TURN OVER THE CHECKS SO THE BLANK SIDE FACES YOU.

9. OPEN THE LID TO THE INK PAD.

10. TAKE THE RUBBER STAMP AND PRESS IT FIRMLY ONTO THE INK PAD.

11. LOOK AT THE STAMP. MAKE SURE THE DOCTOR'S NAME IS AT THE TOP.

JOB STEPS

12. FIRMLY PRESS THE STAMP ONTO ONE END OF THE CHECK. LIFT THE STAMP, MAKE SURE ALL OF PRINT IS ON THE CHECK. AS YOU STAMP, TURN OVER THE CHECKS SO THAT THEY ARE IN THE ORDER LISTED ON THE DEPOSIT SLIP.

13. CONTINUE TO STAMP EACH CHECK THE SAME WAY.

14. WHEN YOU FINISH, GO THROUGH THE CHECKS AGAIN TO BE SURE EVERY ONE IS STAMPED.

15. PLACE YOUR CASH ON TOP OF THE CHECKS AND YOUR DEPOSIT SLIP ON TOP OF THE MONEY.

16. CLIP TOGETHER DEPOSIT SLIP, MONEY AND CHECKS. DEPENDING ON THE SIZE OF THE PILE, USE A PAPER CLIP OR A RUBBER BAND.

JOB STEPS

17. PLACE THE BUNDLE IN A BANK DEPOSIT BAG.

    NOTE: SOME BAGS HAVE A LOCK ON THEM FOR USE AT NIGHT, OTHER ONES HAVE A ZIPPER OPENING.

18. TAKE THE DEPOSIT TO THE BANK. THE TELLER WILL TAKE THE DEPOSIT BAG, RECOUNT THE MONEY AND RETURN EMPTY BAG TO YOU WITH DEPOSIT SLIP RECEIPT.

19. CHECK THE RECEIPT TO MAKE SURE IT IS FOR THE RIGHT AMOUNT.

20. IF THE DOCTOR REQUIRES YOU TO DEPOSIT THE MONEY EACH NIGHT AFTER WORK, USE THE NIGHT DEPOSIT BAG WITH A LOCK AND KEY.

TURN PAGE →

JOB STEPS

21. FOR NIGHT DEPOSITS, DROP THE BAG IN THE NIGHT DEPOSITS SLOT (BE SURE TO FIRST REMOVE KEY FROM BAG). AT MOST BANKS, YOU CAN DRIVE UP AND DROP THE BAG INTO THE NIGHT DEPOSIT SLOT. CHECK THE BANK'S FACILITIES FOR NIGHT DEPOSITS.

22. THE NEXT DAY RETURN TO THE BANK, TAKING THE DEPOSIT BAG KEY WITH YOU.

23. THE TELLER WILL GIVE YOU THE DEPOSIT BAG, YOU OPEN THE DEPOSIT BAG. THEN, FOLLOW STEPS 18 AND 19.

24. WHEN YOU RETURN TO THE OFFICE, ENTER THE AMOUNT ON THE DEPOSIT SLIP RECEIPT INTO THE CHECKBOOK. FILE THE RECEIPT UNDER DEPOSIT SLIPS AND PLACE DEPOSIT BAG AND KEY IN A SAFE PLACE.

medical assistant

unit: HANDLING CASH AND CHECKS

capital area career center

module: 4401 19 002 7 date: 8/77 level:

skill title: MAINTAINING A PETTY CASH FUND

developed & written by: PAT PITTENGER

visuals by:

PERFORMANCE OBJECTIVE

YOU ARE GOING TO LEARN:

HOW TO MANAGE AND KEEP RECORDS FOR THE PETTY CASH FUND.

AND IN ORDER TO DO THIS YOU WILL NEED:

A GIVEN SUM OF MONEY

PETTY CASH VOUCHER BLANKS

A PAGE FROM THE PETTY CASH BOOK

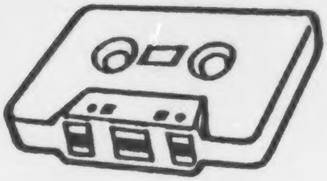
A LIST OF PETTY CASH EXPENSES

A PEN, RULER AND A RED PENCIL

A GIVEN AMOUNT OF CASH ON HAND

WE WILL KNOW YOU CAN DO IT WHEN:

1. YOU CAN BALANCE THE PETTY CASH RECORDS.
2. YOU MATCH THE CASH ON HAND WITH YOUR BALANCE.



A TAPE OF THIS MODULE IS AVAILABLE

WORD GUIDE

PETTY - CASH - REFERS TO AN AMOUNT OF CASH USED FOR SMALL EXPENSES.

VOUCHER - A WRITTEN NOTE FOR WHAT AND TO WHOM EACH WAS SPENT.

RECEIPT - A WRITTEN NOTE SAYING BILL WAS PAID.

INFORMATION

IN MOST DOCTOR'S OFFICES A PETTY-CASH FUND HAS BEEN SET UP. THE AMOUNT MAY VARY FROM $5 TO $50. USUALLY THERE IS A SPECIAL BOX OR DRAWER FOR PETTY-CASH.

BECAUSE THIS MONEY IS USED FOR SMALL EXPENSES, IT IS NECESSARY TO GET ENOUGH PENNIES, NICKLES, DIMES, QUARTERS AND DOLLAR BILLS TO SERVE THIS PURPOSE.

INFORMATION

ALL MONEY SPENT FROM THE PETTY-CASH FUND ARE ENTERED IN A SPECIAL EXPENSE BOOK. ALL VOUCHERS, RECEIPTS AND BILLS SHOULD BE OBTAINED AND KEPT IN PETTY-CASH BOX.

USUALLY, AT THE END OF EACH MONTH, YOU TOTAL THE ENTRIES IN THE EXPENSE BOOK AND CHECK IT AGAINST THE MONEY IN THE BOX.

THE AMOUNT OF THE EXPENSES PLUS THE MONEY IN THE BOX SHOULD ALWAYS EQUAL THE ORGINAL AMOUNT.

JOB STEPS

1. COLLECT YOUR MATERIALS.
2. WRITE VOUCHERS FOR THE FOLLOWING EXPENSES:

NO. 1 NOV. 7, 19__ -

PAID TO - BOY SCOUTS OF AMERICA

FOR - CONTRIBUTION

CHARGE TO - DONATION EXPENSE

AMOUNT - $10.00

NO. 2 NOV. 10, 19__ -

PAID TO - MEIJER'S

FOR - COKE, TOILET TISSUE, COFFEE

CHARGE TO - MISCELLANEOUS EXPENSE

AMOUNT - $6.14

JOB STEPS

NO. 3 NOV. 13, 19__ -
PAID TO - POST OFFICE
FOR - STAMPS
CHARGE TO - POSTAGE
AMOUNT - $20.00

NO. 4 NOV. 21, 19__ -
PAID TO - EMIL'S
FOR - LUNCH -
DOCTOR'S TREAT
CHARGE TO - MISCELLANEOUS
EXPENSE
AMOUNT - $5.00

NO. 5 NOV. 28, 19__ -
PAID TO CLEAN LAUNDRY,
INC.
FOR - LAUNDRY
CHARGE TO - MISCELLANEOUS
EXPENSE
AMOUNT - $3.12

WORD GUIDE

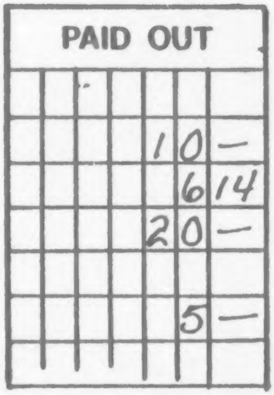
REPLENISH - TO SUPPLY AGAIN WITH MONEY.

JOB STEPS

3. IN THE RECEIVED COLUMN OF YOUR PETTY-CASH PAGE, MARK THE FOLLOWING ENTRY:

   NOV. 1, 19__ YOU WERE GIVEN $50.00 FOR PETTY-CASH FUND.

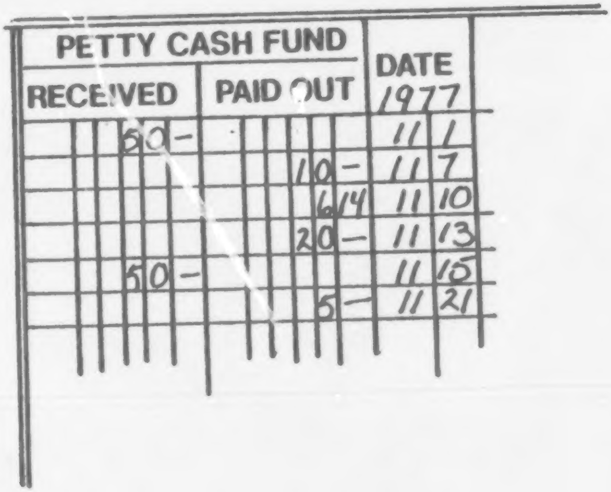
4. TAKE VOUCHERS ONE THROUGH FOUR AND ENTER EACH ONE IN PAID OUT COLUMN, UNDER DISTRIBUTION OF PAYMENTS.



PAID OUT						
				1	0	—
					6	14
				2	0	—
					5	—

JOB STEPS

5. CHECK YOUR PETTY-CASH BOX TO SEE IF IT IS GETTING LOW ON MONEY. REPLENISH IT WITH $50.00 ON NOV. 15, 19__. ENTER THE AMOUNT ON YOUR PETTY-CASH PAGE, IN RECEIVED COLUMN.



PETTY CASH FUND		DATE
RECEIVED	PAID OUT	1977
50–		11 1
	10–	11 7
	6 14	11 10
	20–	11 13
50–		11 15
	5–	11 21

6. ON YOUR PETTY-CASH PAGE ENTER VOUCHER NO. 5 IN THE PAID OUT COLUMN.

JOB STEPS

7. IT IS NOV. 30, 19__. BALANCE YOUR PETTY-CASH:

8. TO BALANCE PETTY-CASH, DO THE FOLLOWING STEPS.

    A. ADD THE NUMBERS IN THE RECEIVED COLUMN.

    B. ADD THE NUMBERS IN THE PAID OUT COLUMN.

    C. ADD THE EXPENSE COLUMNS. THIS TOTAL SHOULD EQUAL YOUR PAID OUT TOTAL.

    D. SUBTRACT YOUR PAID OUT TOTAL FROM RECEIVED TOTAL. THIS TOTAL SHOULD BE THE SAME TOTAL AS THE PETTY-CASH TOTAL.

9. ADD THE MONEY IN YOUR PETTY-CASH BOX:

    1 - $20 DOLLAR BILL

JOB STEPS

1	-	$10	DOLLAR BILL
3	-	$ 5	DOLLAR BILLS
7	-	$ 1	DOLLAR BILLS
5	-		QUARTERS
14	-		DIMES
20	-		NICKLES
9	-		PENNIES

10. IF THE CASH ON HAND MATCHES THE BALANCE YOU HAVE ON YOUR WRITTEN RECORD, DRAW A RED LINE ACROSS THE PAGE.

11. ENTER THE DATE: DEC 1, 19__. PLACE EACH AMOUNT IN RECEIVED COLUMN.